

KY Services Satisfaction Consumer Survey Report 2020 Statewide





In 2020 the Kentucky Cabinet for Health and Family Services (CHFS), Department for Behavioral Health, Development and Intellectual Disabilities (BHDID) conducted this survey to evaluate satisfaction of services delivered at Kentucky's Community Mental Health Centers (CMHCs).

Introduction

This document was created as a result of collaboration between two key entities:

- The Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (DBHDID) and
- The Community Mental Health Centers (CMHCs)

Purpose

The purpose of this document is to evaluate the satisfaction of services delivered by the Community Mental Health Centers (CMHCs) from the consumer's perspective. The source of information reported in this document is aggregated results of a survey.

Why This Survey?

The Mental Health Statistics Improvement Program (MHSIP) survey was developed and validated at a national level in part to promulgate data standards that allow for valid results that better inform policy and decisions. The MHSIP adult survey is designed as the primary tool to evaluate and include the clients' perspectives of public mental health services they have received.

Appropriate Use of These Survey Results

The results of this survey are intended to express the aggregated data of respondents' perception of care. This booklet represents the perceptions of a sample of CMHC clients who are actively receiving outpatient services during the time of the survey implementation. The results are not intended to be interpreted as the opinion of all CMHC clients of services received.

This output report includes results about the survey's seven core domains:

Domain	Primary Concerns Related to the Domain
General Satisfaction	Services were, overall, satisfactory and preferable to other choices
Access to Services	Staff availability, the range of service options, and how quickly and conveniently services were received
Cultural Sensitivity	Cultural and linguistic access and whether services promoted recovery and continuity of care
Participation in Treatment Planning	Clients' participation in planning services. For example, whether the patient, not staff, decided treatment goals
Outcomes	Services provided patients with positive changes in areas for which treatment was sought and minimal negative outcomes.
Social Connectedness	Services contributed to improving natural supports which come from family or friends
Functioning	There was a positive effect on independent community living and decreasing distress caused by symptoms

Citations

Study data were collected and managed using REDCap electronic data capture tools hosted at the University of Kentucky. REDCap (Research Electronic Data Capture) is a secure, web-based software platform designed to support data capture for research studies, providing 1) an intuitive interface for validated data capture; 2) audit trails for tracking data manipulation and export procedures; 3) automated export procedures for seamless data downloads to common statistical packages; and 4) procedures for data integration and interoperability with external sources.

State Mental Health Authority

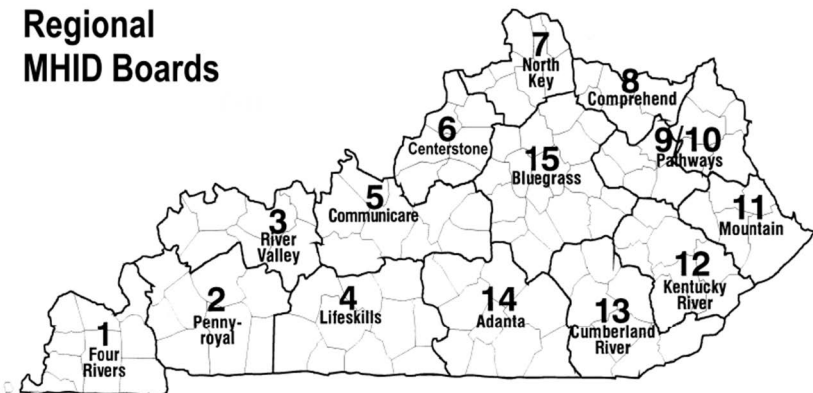
The Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (DBHDID) is identified by Kentucky Revised Statute (KRS) 194.030 as the primary state agency for developing and administering programs for the prevention, detection, and treatment of mental health, developmental, intellectual disabilities, and substance use disorders.

DBHDID Website: <http://dbhdid.ky.gov/>

Regional Community Programs

Kentucky is divided into fourteen geographic regions for the purposes of planning and providing publicly funded community mental health services. For each region a Regional Board for Mental Health or Individuals with an Intellectual Disability has been established pursuant to KRS 210.370-210.480 as the planning authority for community mental health programs in the region.

Regional MHID Boards



Methodology

The survey was implemented at outpatient clinics operated by the CMHCs. During each summer staff made the survey available to people who arrived for outpatient appointments at selected clinics. Completing the survey was voluntary and had no implications on appointments or services provided.

Survey Penetration Rate

Survey Penetration

Table 1. Statewide Survey Penetration Rate in State Fiscal Year 2020 (July 1, 2019 - June 30, 2020)	
Number of Adults (Age 18 & Above) Served	113,528
Number of Surveys Returned	2,854
Survey Penetration Rate	3%

During state fiscal year 2020, 113,528 Mental Health (MH) adult clients visited Statewide. Two thousand eight hundred fifty-four adult clients participated in the survey in Statewide, resulting in a 3% penetration rate. (Table 1)

Adult Clients' Demographic Characteristics

The demographic profile of MH adult clients in Statewide in 2020 is presented below. In this report, adult respondents' demographic characteristics are presented on gender and race.

Gender

Table 2. Gender of Adult Respondents	
Male	42%
Female	58%
Total	2,584

As Table 2 indicates, female respondents outnumber male respondents.

Race

Table 3. Race of Adult Respondents	
American Indian / Alaska Native	2%
Asian	0%
Black (African-American)	5%
Hispanic	3%
Native Hawaiian / Other Pacific Islander	0%
White (Caucasian)	81%
Other	11%
Total	2,853

The majority of adult respondents are White (Caucasian) (81%) while 3% of respondents report being of Hispanic descent.

Kentucky MHSIP Results (2016-2019)

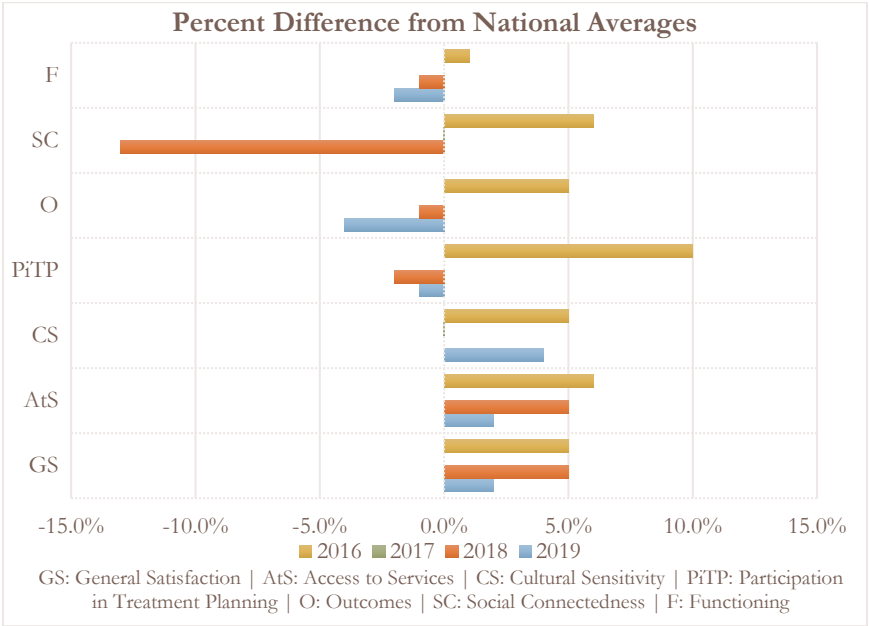


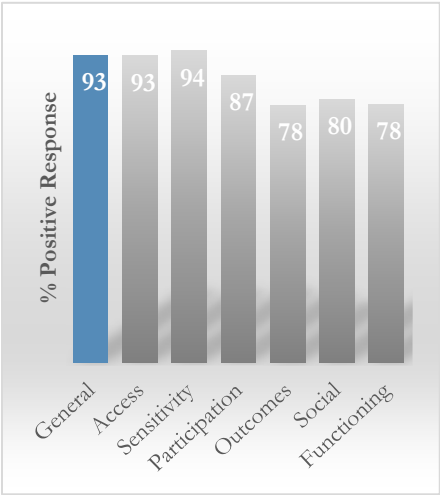
Table 5.	2016		2017		2018		2019	
Percent Positive Reporting	KY	US	KY	US	KY	US	KY	US
General Satisfaction	93	88	92	92	92	87	92	90
Access to Services	92	86	91	91	90	85	90	88
Cultural Sensitivity	93	88	93	93	93	93	94	90
Participation in Treatment Planning	92	82	92	92	85	87	85	86
Outcomes	74	69	74	74	71	72	74	78
Social Connectedness	80	74	79	79	73	86	76	76
Functioning	75	74	73	73	72	73	74	76

GENERAL SATISFACTION

Overview

Primary Concerns

- Provide Satisfaction
- Service Preferences and Satisfaction



Domain	Score (1 to 5)
General Satisfaction	4.49
Access to Services	4.44
Cultural Sensitivity	4.47
Participation in Treatment Planning	4.43
Outcomes	4.06
Social Connectedness	4.15
Functioning	4.11

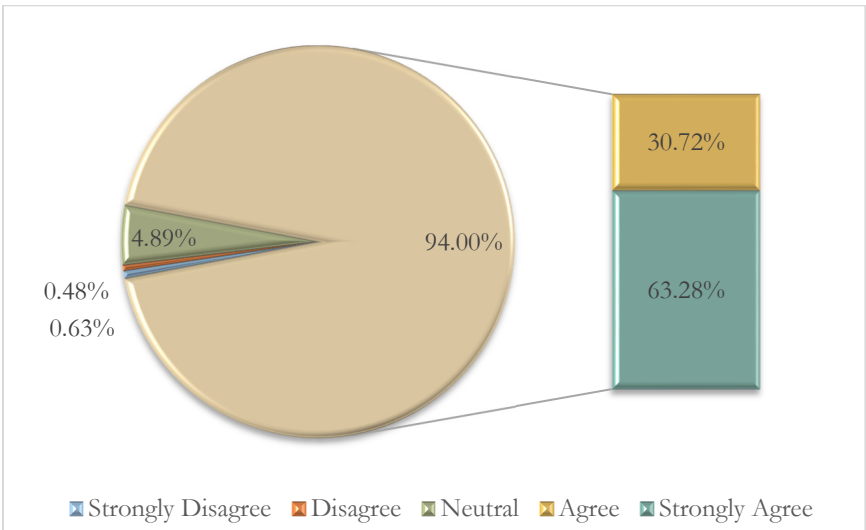
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



GENERAL SATISFACTION

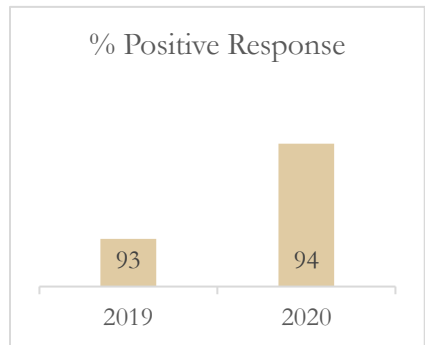
I Liked the Services That I Received Here

Statewide Totals

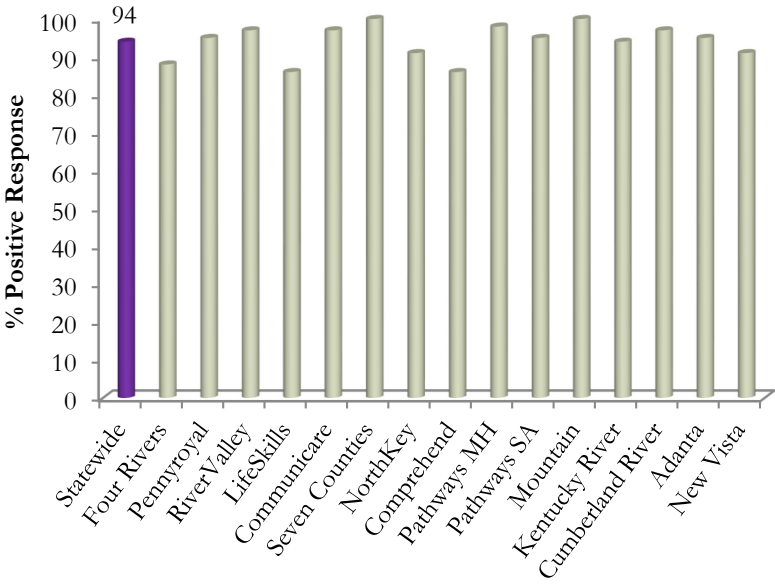


About 94% of respondents positively indicated that they liked the services that they received from the CMHC in 2020.

This is a 1% increase from 2019.



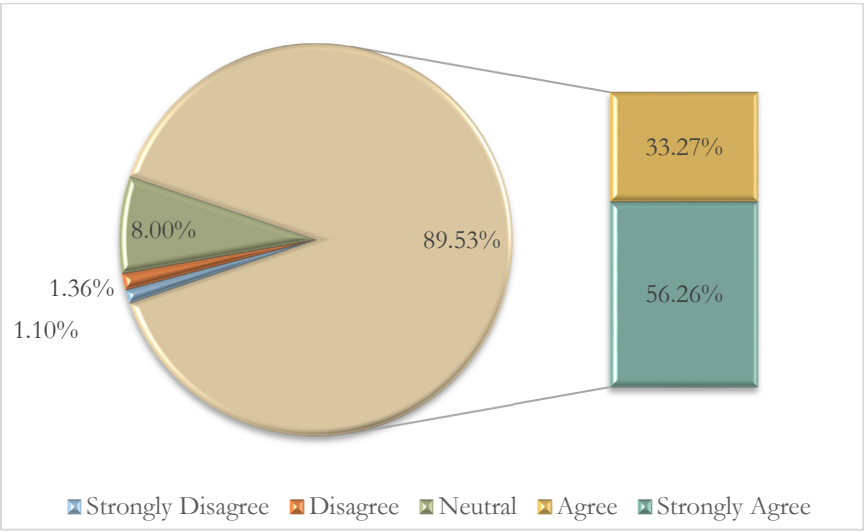
All Region Totals



GENERAL SATISFACTION

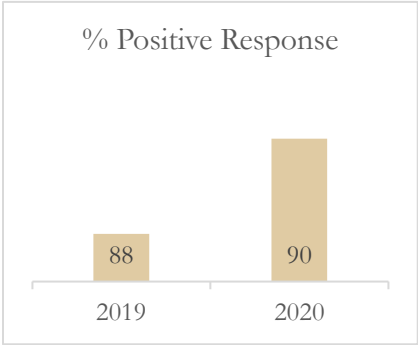
If I Had Other Choices, I Would Still Get Services from This Agency

Statewide Totals

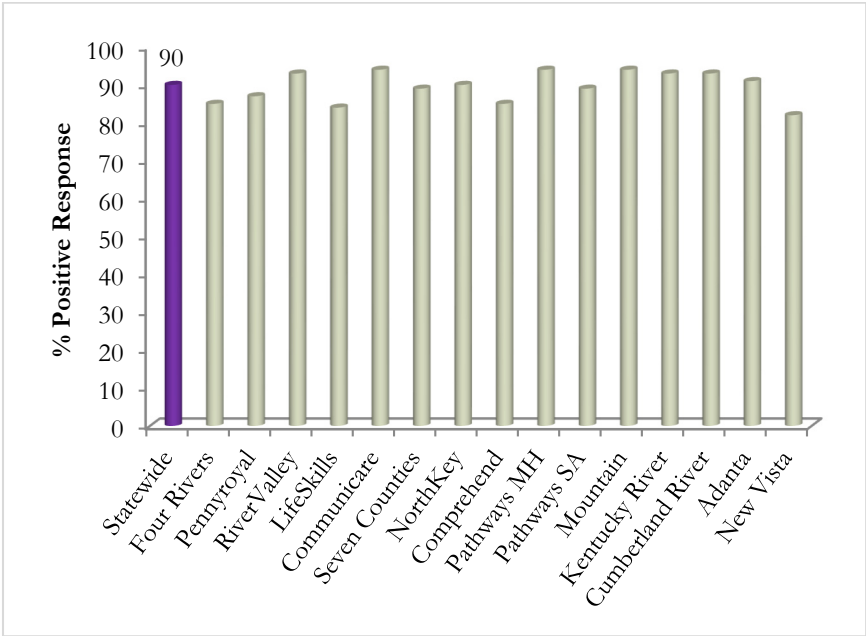


About 90% of respondents positively indicated that they would still get services here if they had other choices in 2020.

This is a 2% increase from 2019.



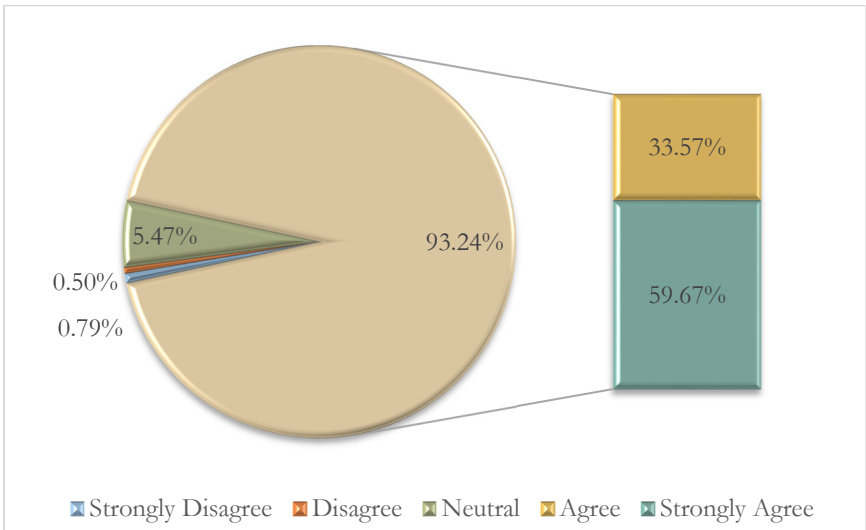
All Region Totals



GENERAL SATISFACTION

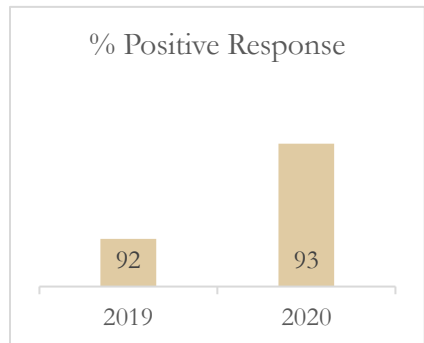
I Would Recommend This Agency to a
Friend or Family Member

Statewide Totals

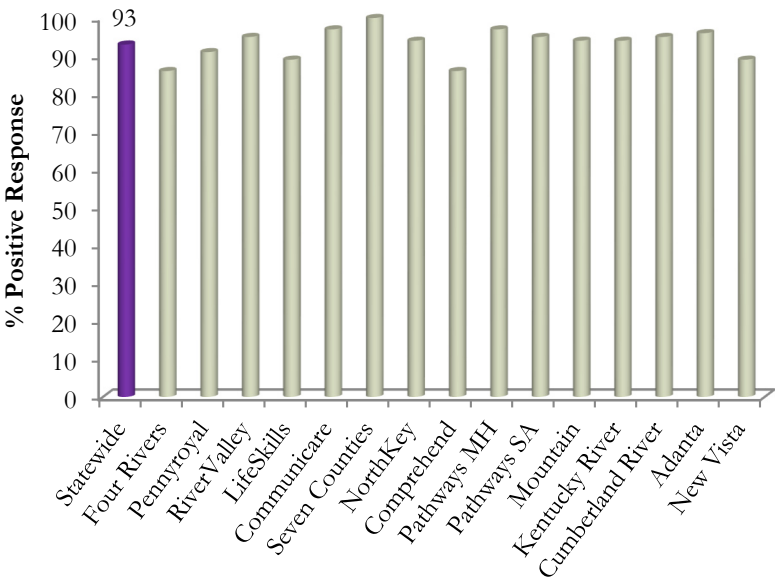


About 93% of respondents positively indicated that they would recommend this agency to friends or family in 2020.

This is a 1% increase from 2019.

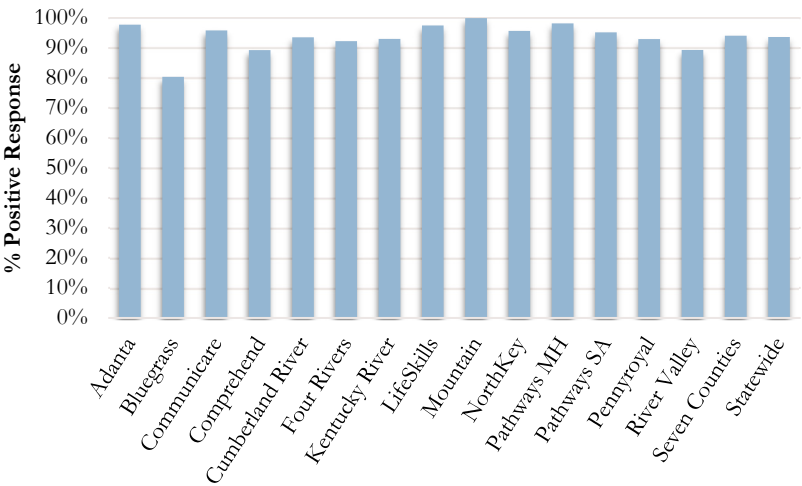


All Region Totals



GENERAL SATISFACTION

All Regional Boards

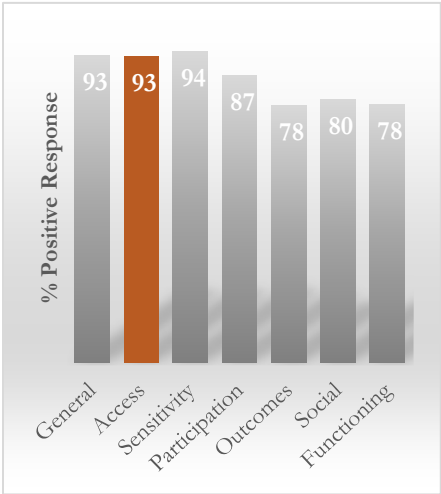


ACCESS TO SERVICES

Overview

Primary Concerns

- Quick and Convenient Entry into Services
- A Full Range of Service Options
- Staff Availability



Domain	Score (1 to 5)
General Satisfaction	4.49
Access to Services	4.44
Cultural Sensitivity	4.47
Participation in Treatment Planning	4.43
Outcomes	4.06
Social Connectedness	4.15
Functioning	4.11

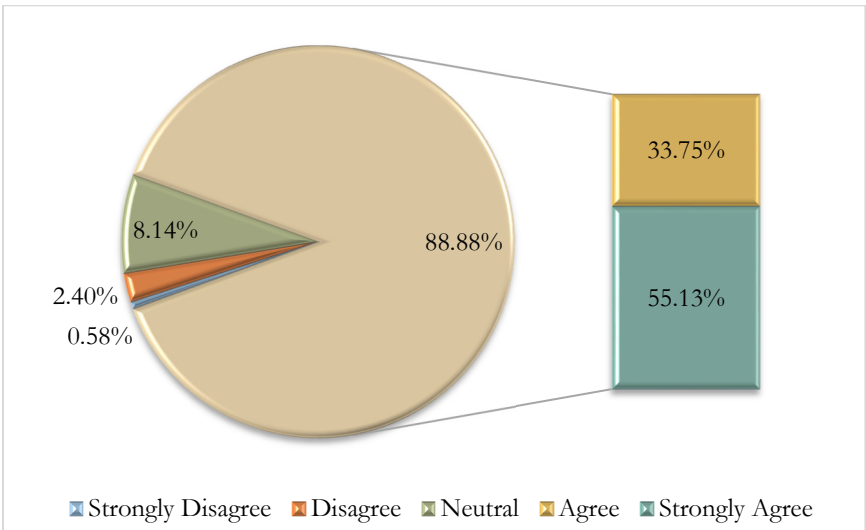
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



ACCESS TO SERVICES

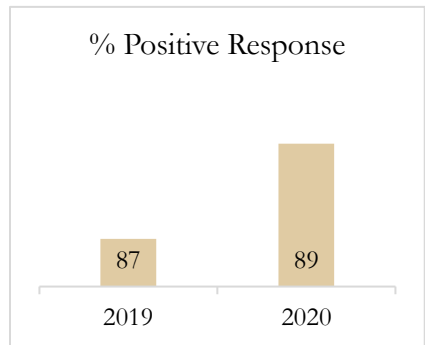
The Location of Services Was Convenient

Statewide Totals

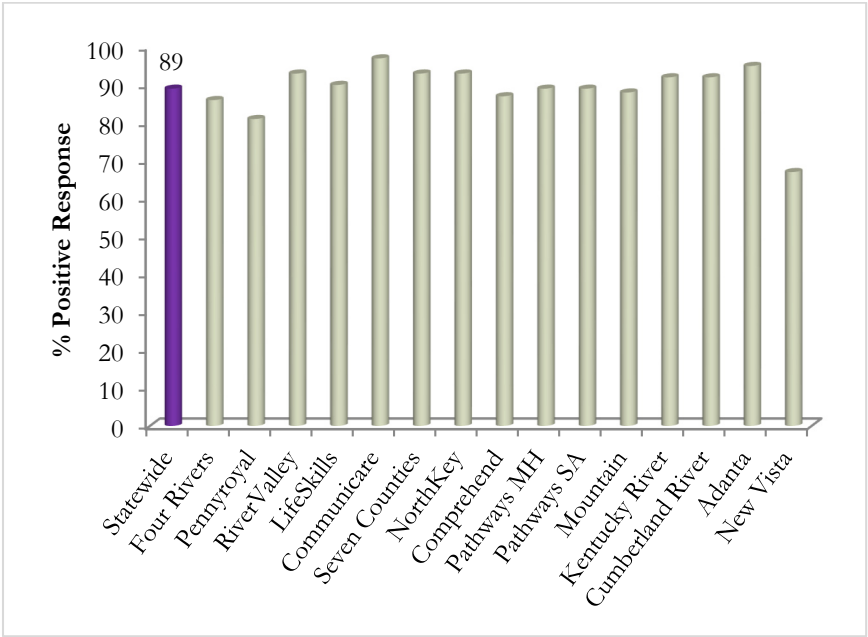


About 89% of respondents positively indicated that the location of services (parking, public transportation, distance, etc.) was convenient in 2020.

This is a 2% increase from 2019.



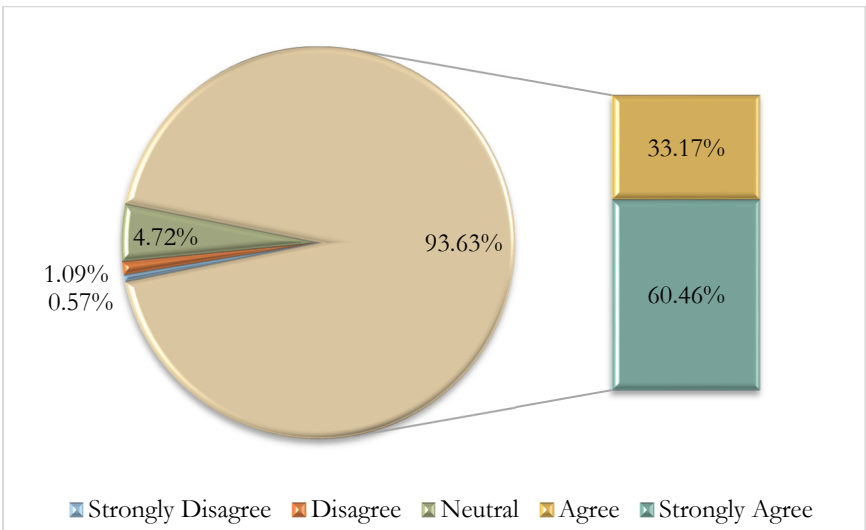
All Region Totals



ACCESS TO SERVICES

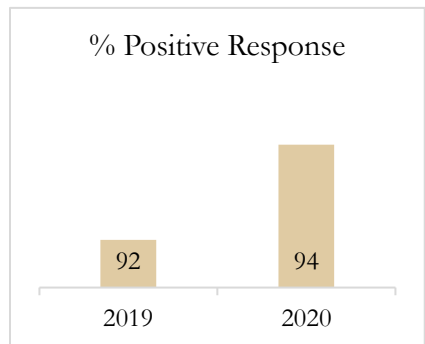
Staff Were Willing to See Me as Often as I Felt It Was Necessary

Statewide Totals

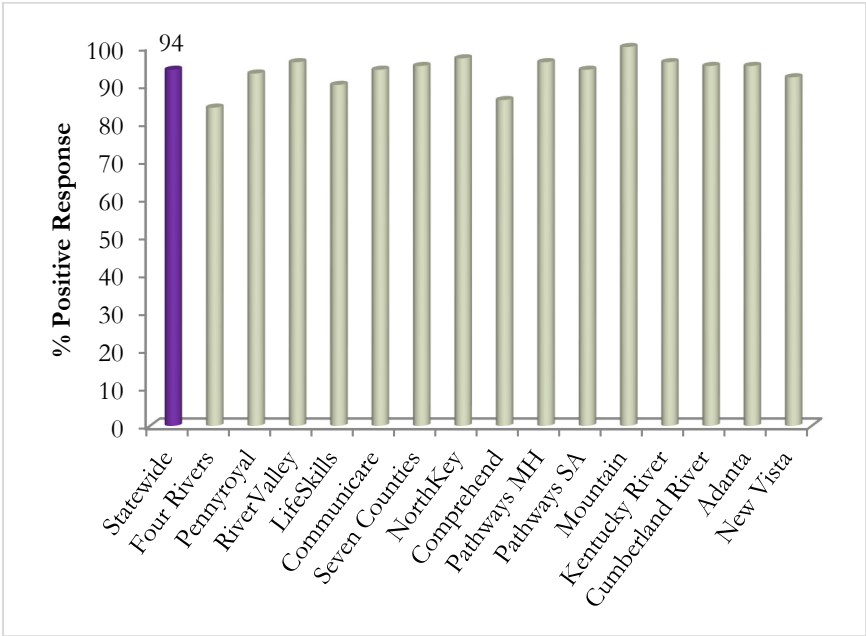


About 94% of respondents positively indicated that staff were willing to see them as often as they felt necessary in 2020.

This is a 2% increase from 2019.



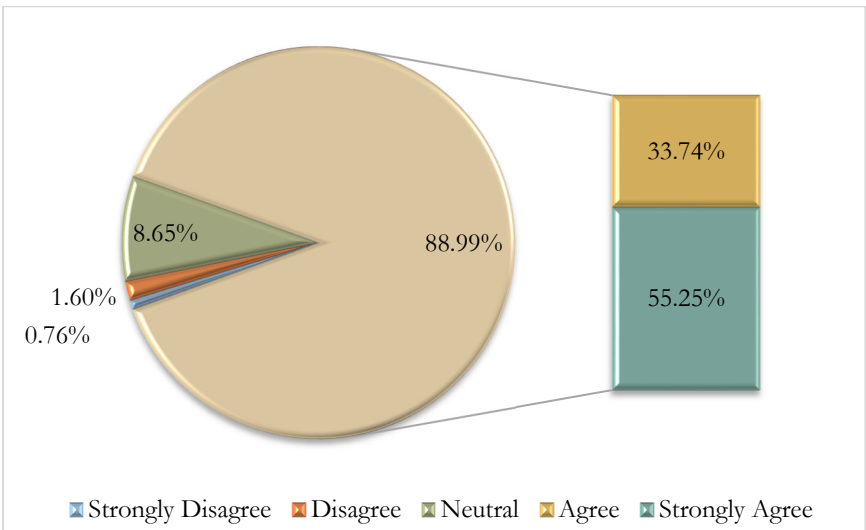
All Region Totals



ACCESS TO SERVICES

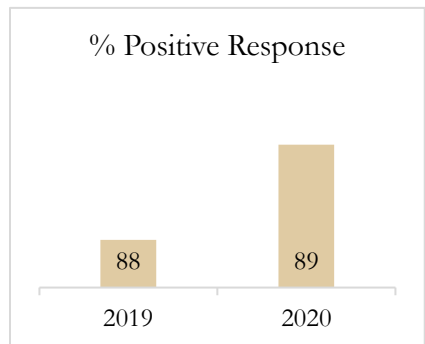
Staff Returned My Call in 24 Hours

Statewide Totals

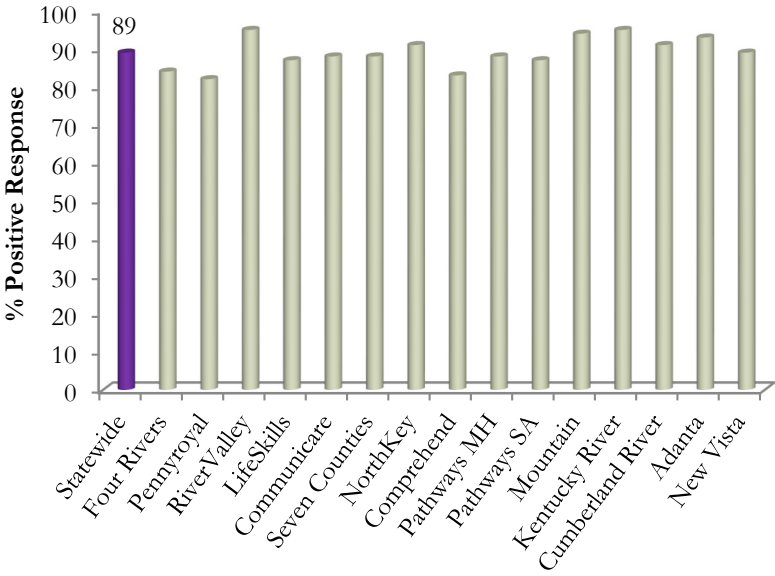


About 89% of respondents positively indicated that staff returned their call within 24 hours in 2020.

This is a 1% increase from 2019.



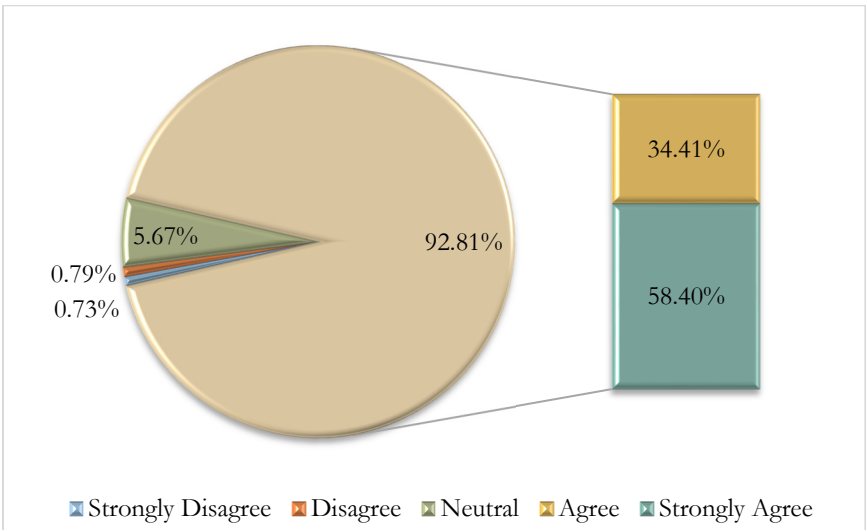
All Region Totals



ACCESS TO SERVICES

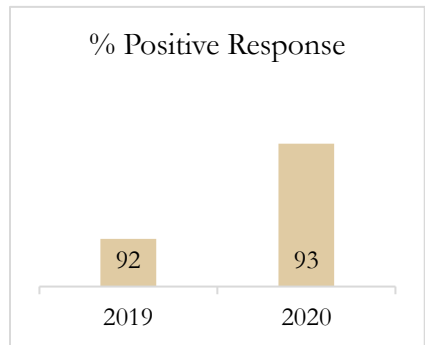
Services Were Available at Times That Were Good for Me

Statewide Totals

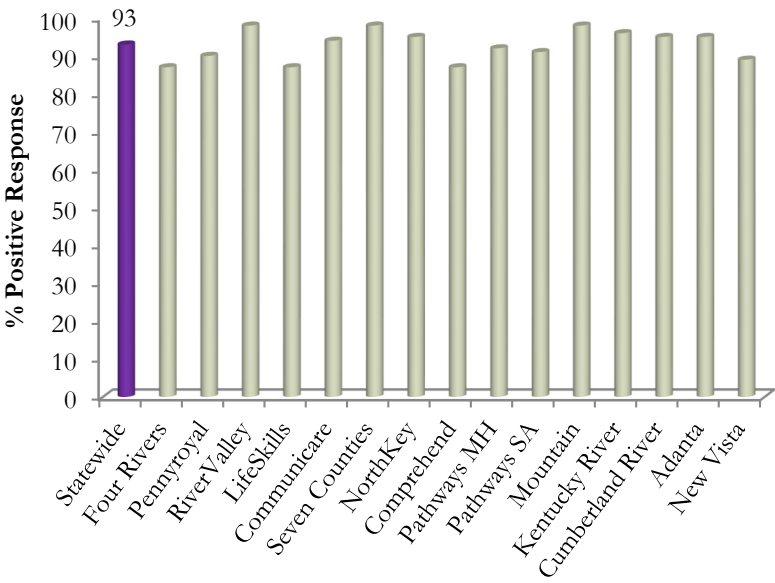


About 93% of respondents positively indicated that services were available at times that were good for them in 2020.

This is a 1% increase from 2019.



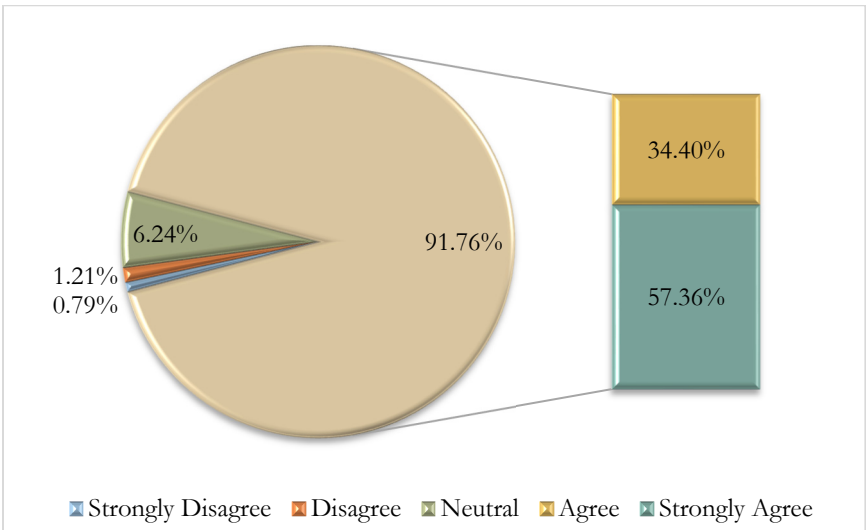
All Region Totals



ACCESS TO SERVICES

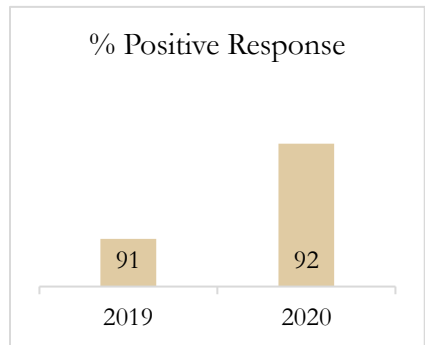
I Was Able to Get All the Services I
Thought I Needed

Statewide Totals

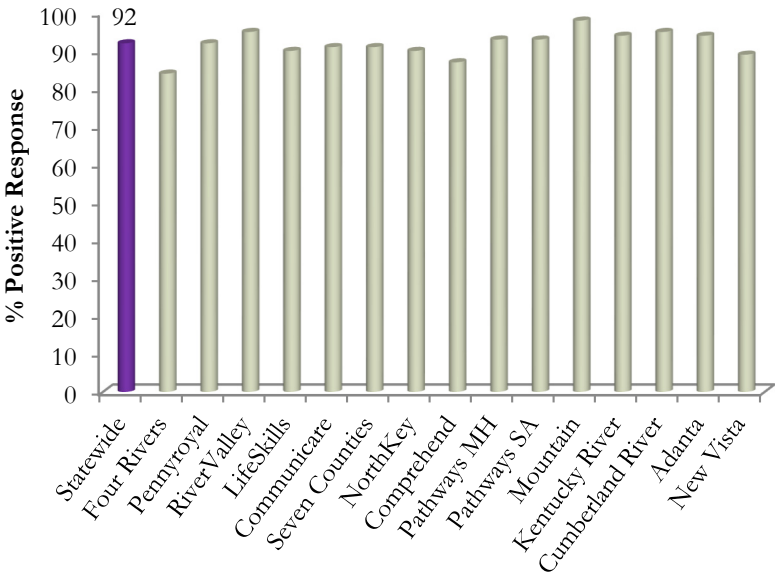


About 92% of respondents positively indicated that they were able to get all the services they felt necessary in 2020.

This is a 1% increase from 2019.



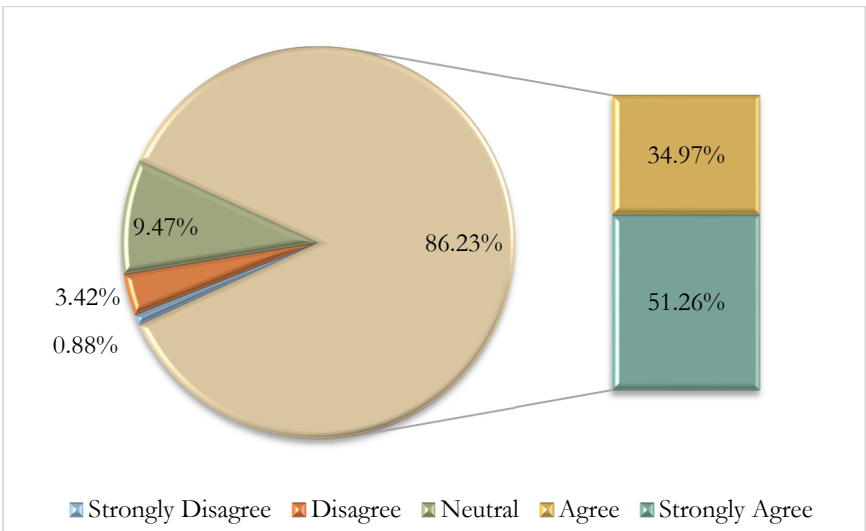
All Region Totals



ACCESS TO SERVICES

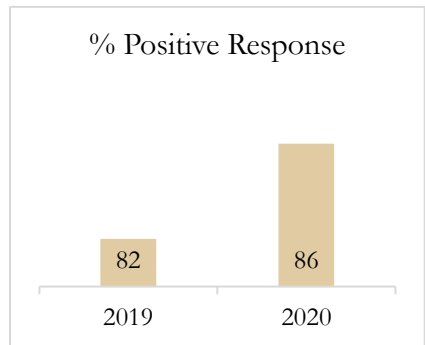
I Was Able to See a Psychiatrist When I Wanted to

Statewide Totals

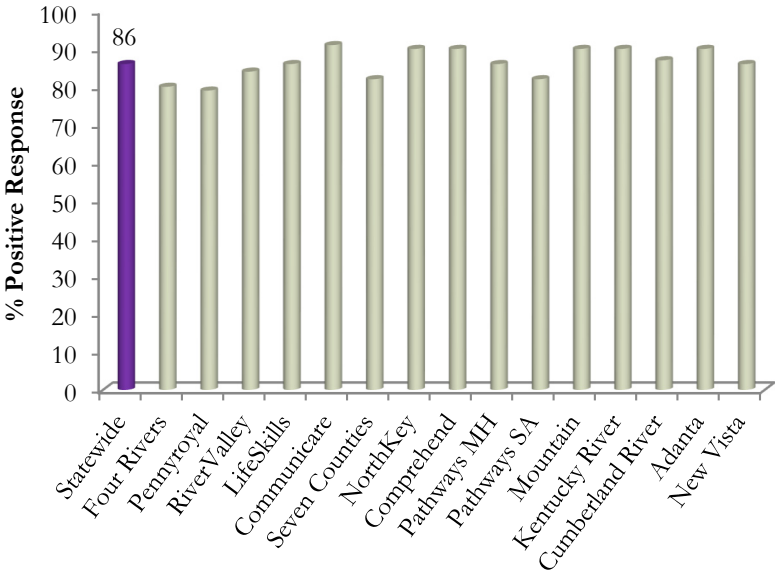


About 86% of respondents positively indicated that they were able to see a psychiatrist when they wanted to in 2020.

This is a 4% increase from 2019.

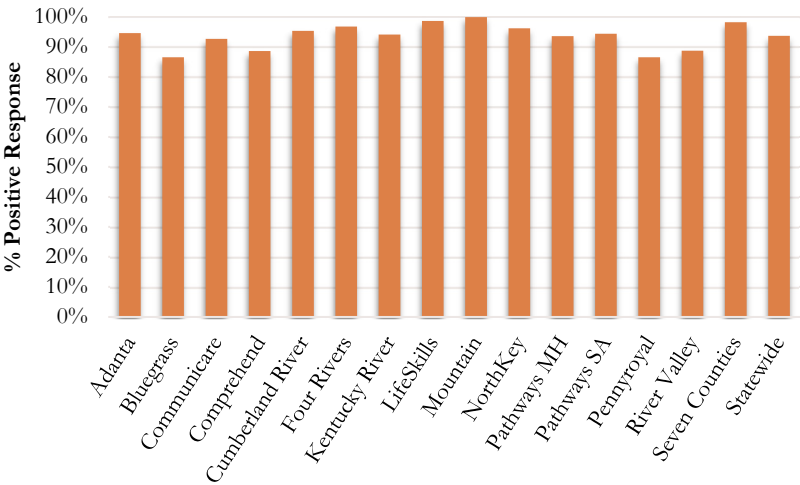


All Region Totals



ACCESS TO SERVICES

All Regional Boards

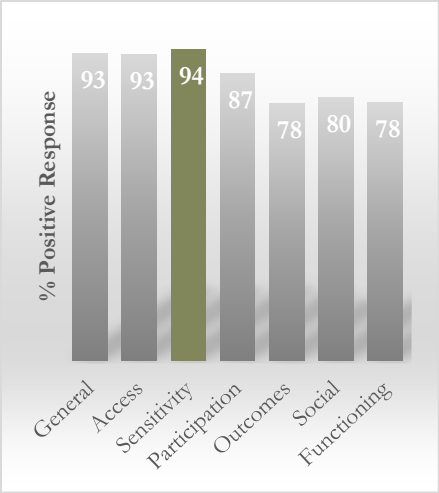


CULTURAL SENSITIVITY

Overview

Primary Concerns

- Voluntary Participation in Services
- Services That Promote Recovery
- Services That Maximize Continuity of Care
- Cultural and Linguistic Access



Domain	Score (1 to 5)
General Satisfaction	4.49
Access to Services	4.44
Cultural Sensitivity	4.47
Participation in Treatment Planning	4.43
Outcomes	4.06
Social Connectedness	4.15
Functioning	4.11

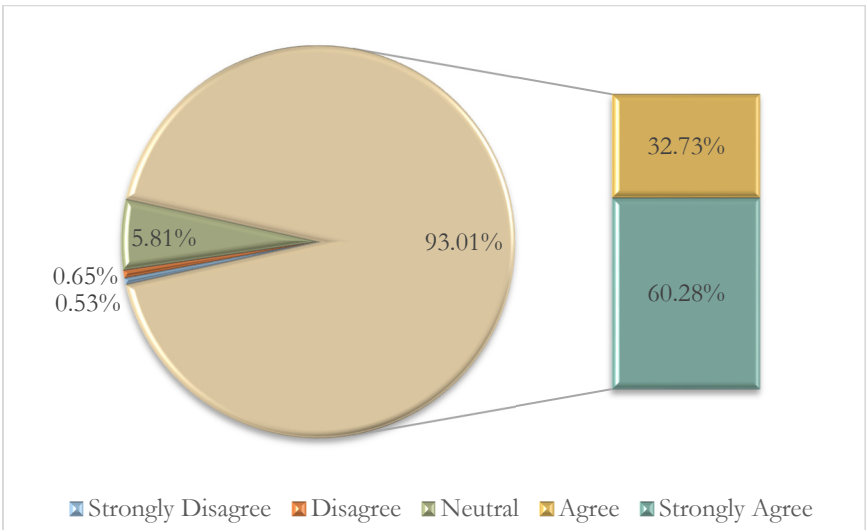
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



CULTURAL SENSITIVITY

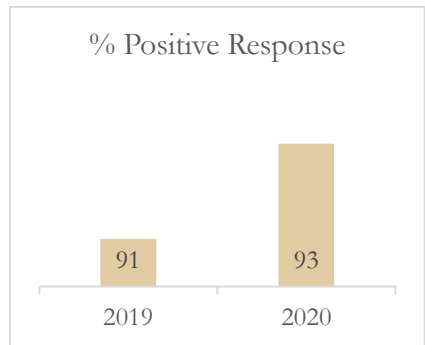
Staff Here Believe that I Can Grow,
Change, and Recover

Statewide Totals

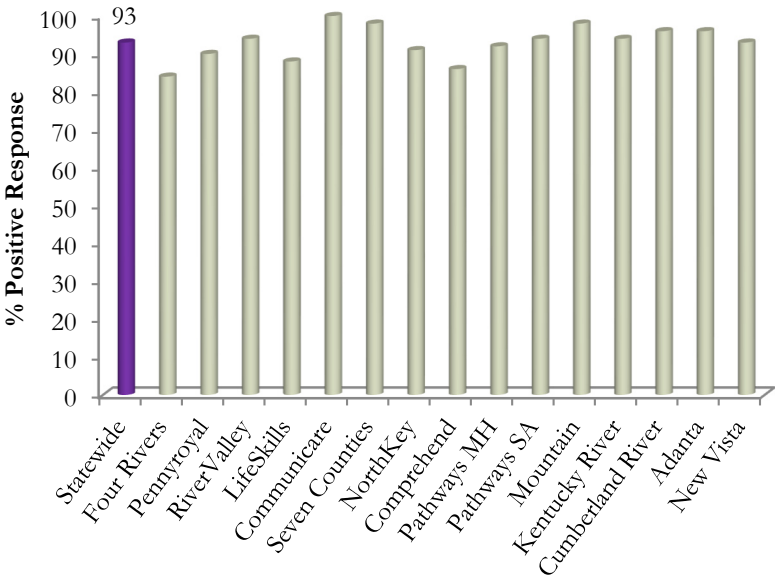


About 93% of respondents positively indicated that staff believed that the respondent can grow, change, and recover in 2020.

This is a 2% increase from 2019.



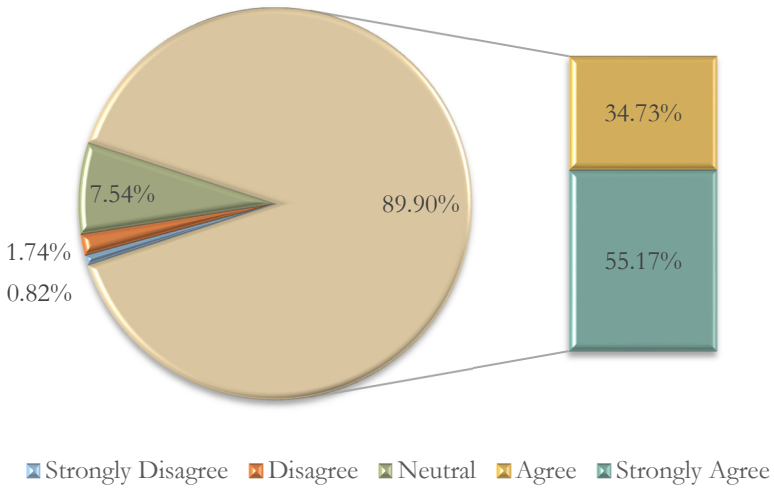
All Region Totals



CULTURAL SENSITIVITY

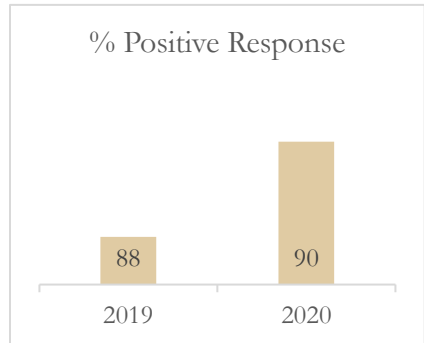
I Felt Free to Complain

Statewide Totals

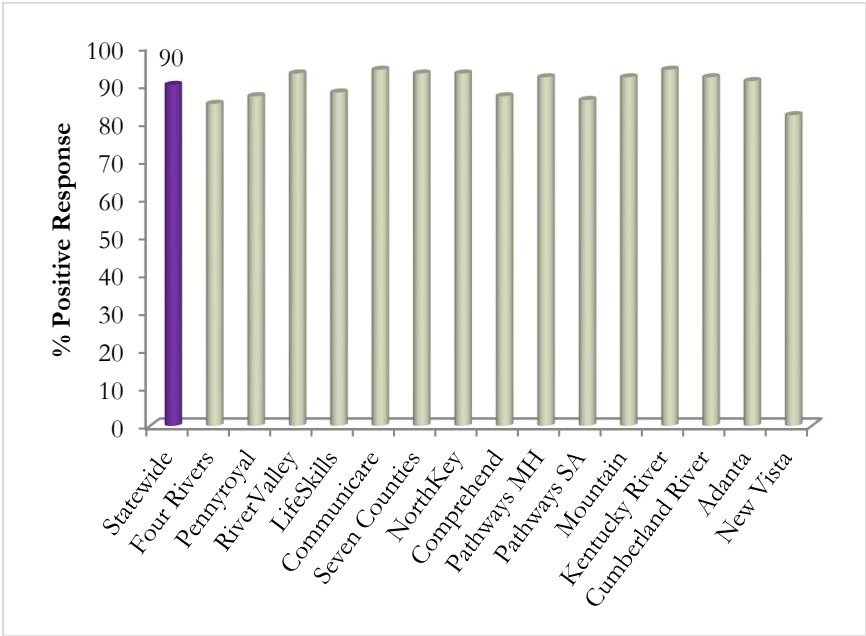


About 90% of respondents positively indicated that they felt free to complain in 2020.

This is a 2% increase from 2019.



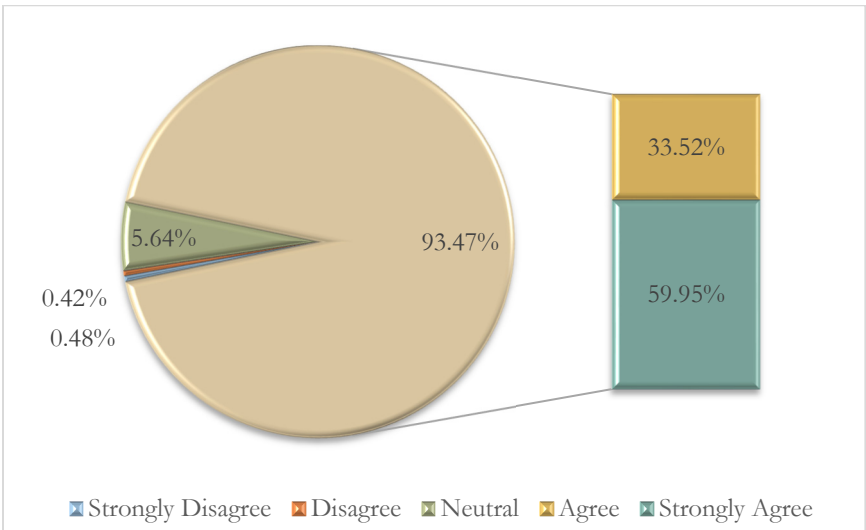
All Region Totals



CULTURAL SENSITIVITY

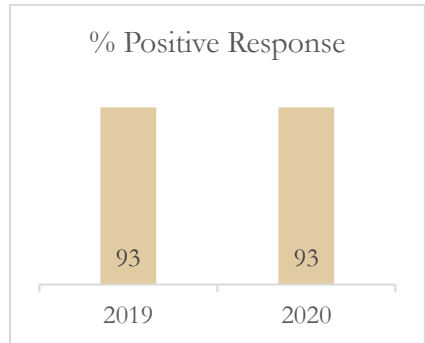
I Was Given Information about My Rights

Statewide Totals

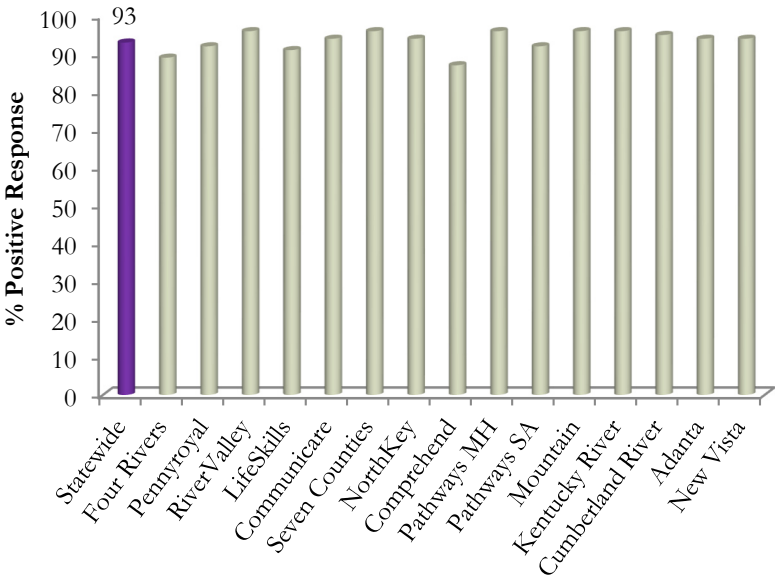


About 93% of respondents positively indicated that they were given information about their rights in 2020.

This is about the same as 2019.



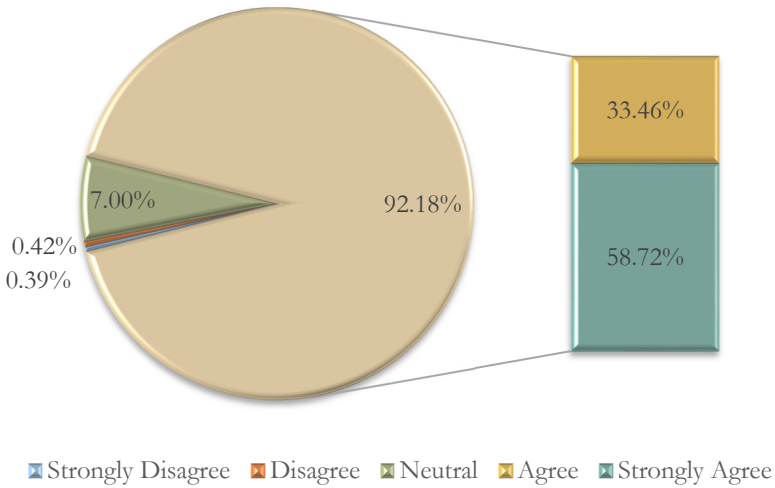
All Region Totals



CULTURAL SENSITIVITY

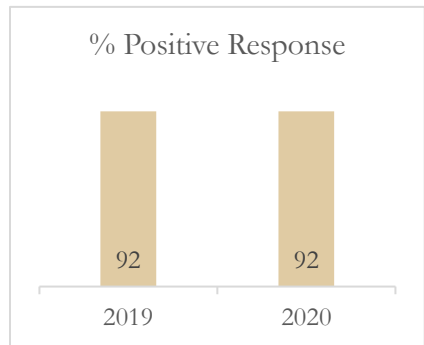
Staff Encouraged Me to Take
Responsibility for How I Live My Life

Statewide Totals

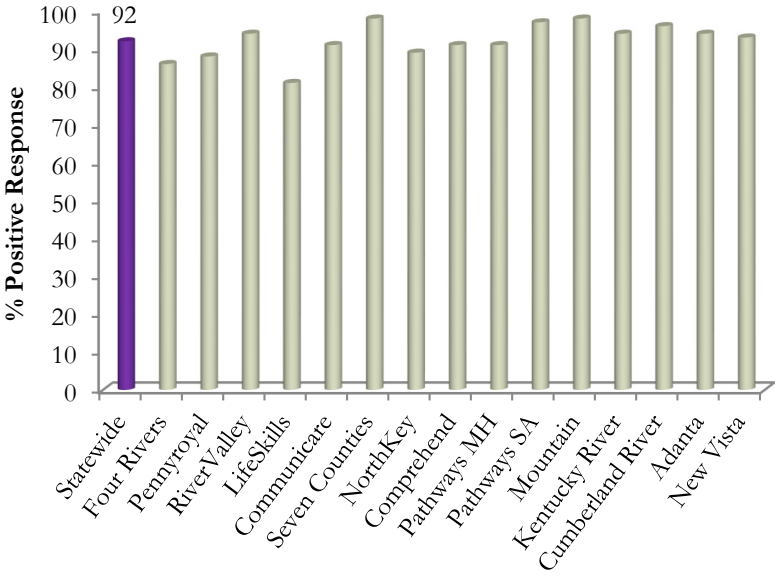


About 92% of respondents positively indicated that staff encouraged them to take responsibility for their lives in 2020.

This is about the same as 2019.



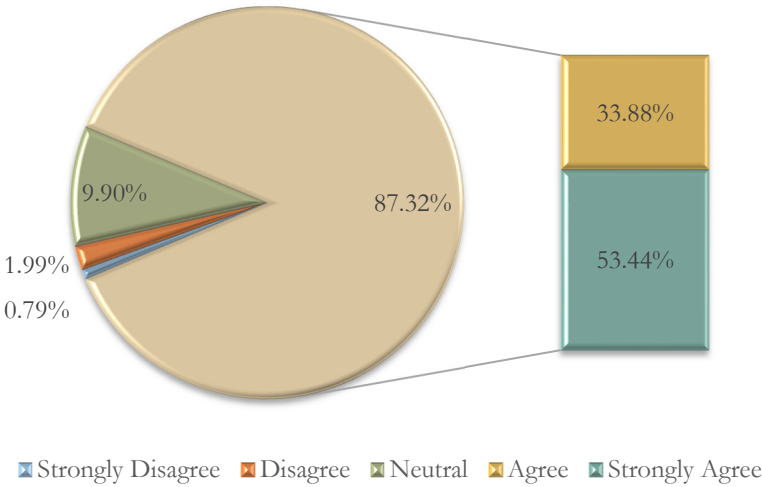
All Region Totals



CULTURAL SENSITIVITY

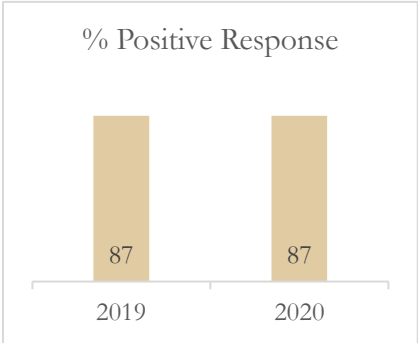
Staff Told Me What Side Effects to Watch Out for

Statewide Totals

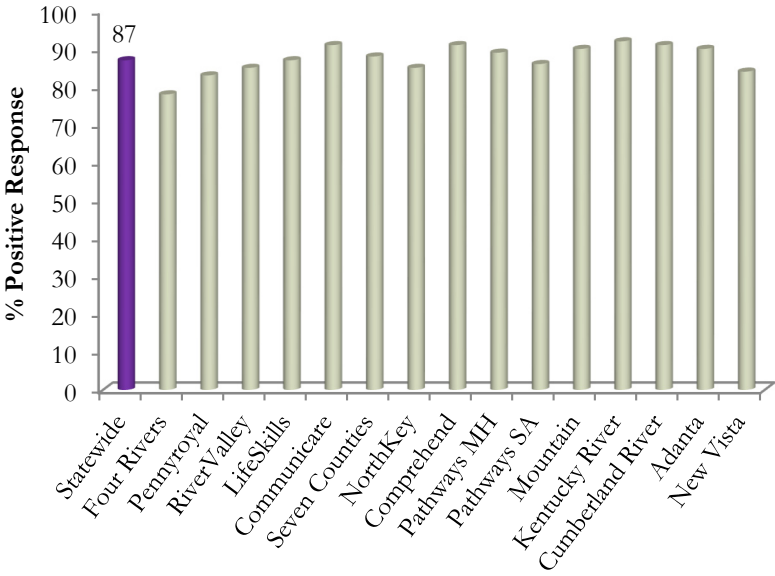


About 87% of respondents positively indicated that staff told them what side effects to watch out for in 2020.

This is about the same as 2019.



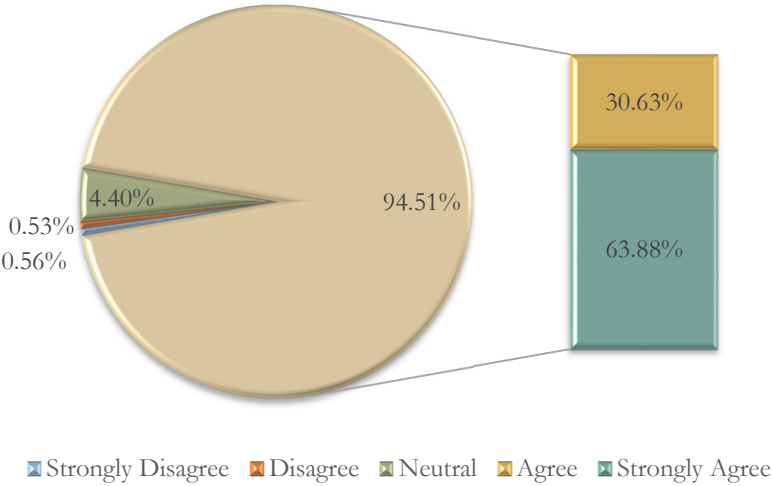
All Region Totals



CULTURAL SENSITIVITY

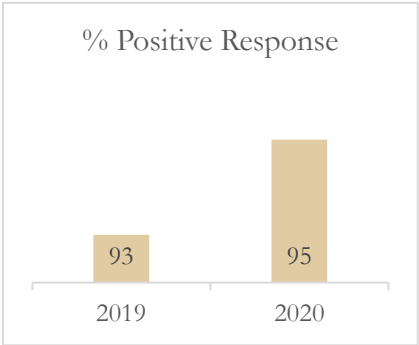
Staff Respected My Wishes about Who Is and Who Is Not to Be Given Information about My Treatment

Statewide Totals

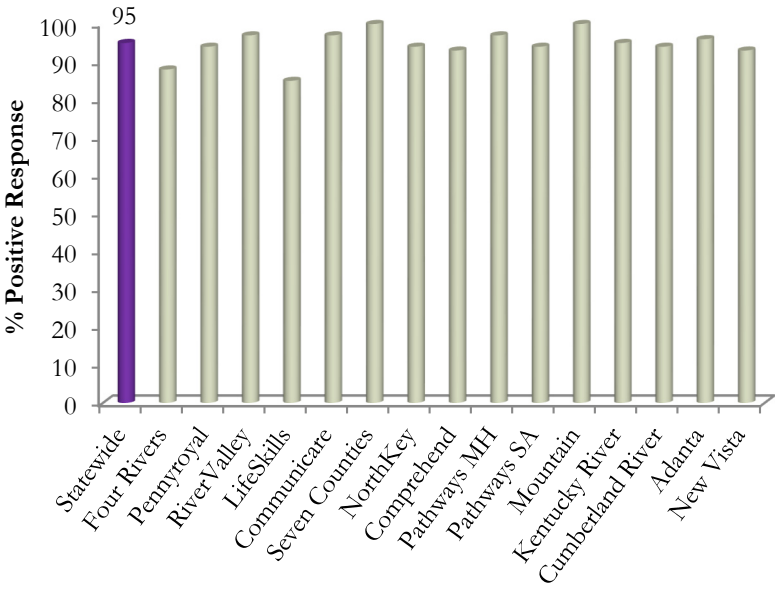


About 95% of respondents positively indicated that staff respected their wishes with recipients of their information in 2020.

This is a 2% increase from 2019.



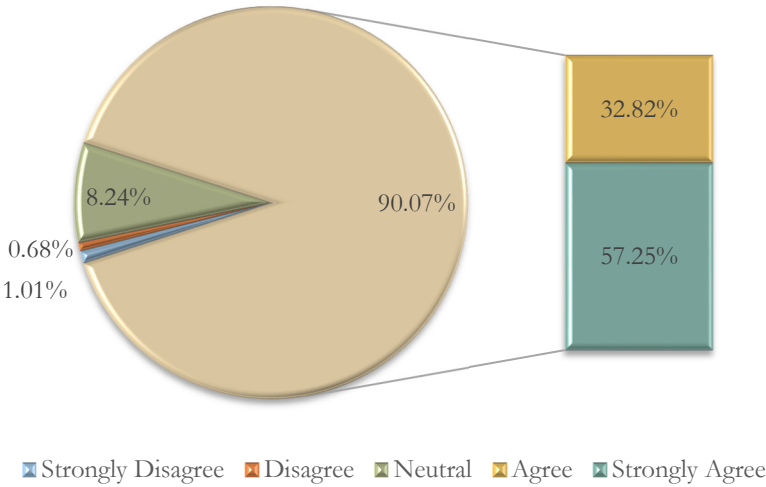
All Region Totals



CULTURAL SENSITIVITY

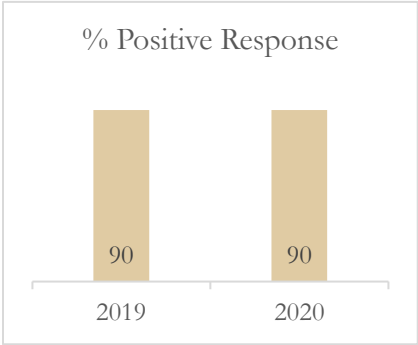
Staff Were Sensitive to My Cultural Background

Statewide Totals

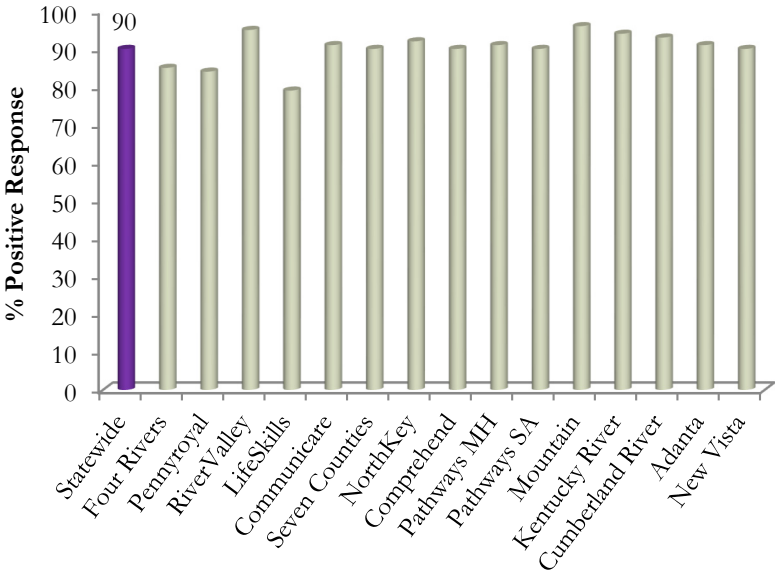


About 90% of respondents positively indicated that staff were sensitive to their cultural background in 2020.

This is about the same as 2019.



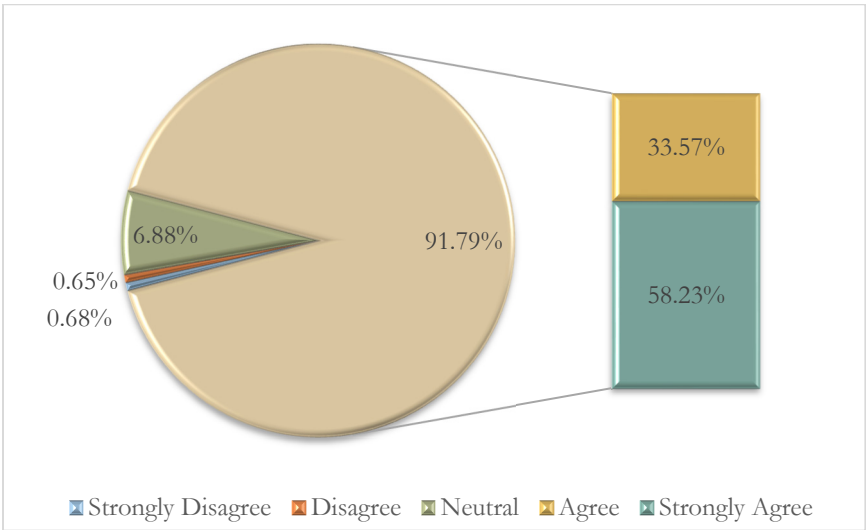
All Region Totals



CULTURAL SENSITIVITY

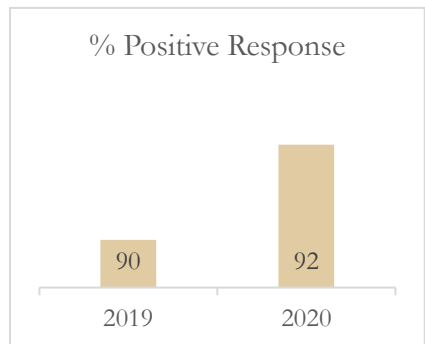
Staff Helped Me to Obtain the Information I Needed so That I Could Take Charge of Managing My Illness

Statewide Totals

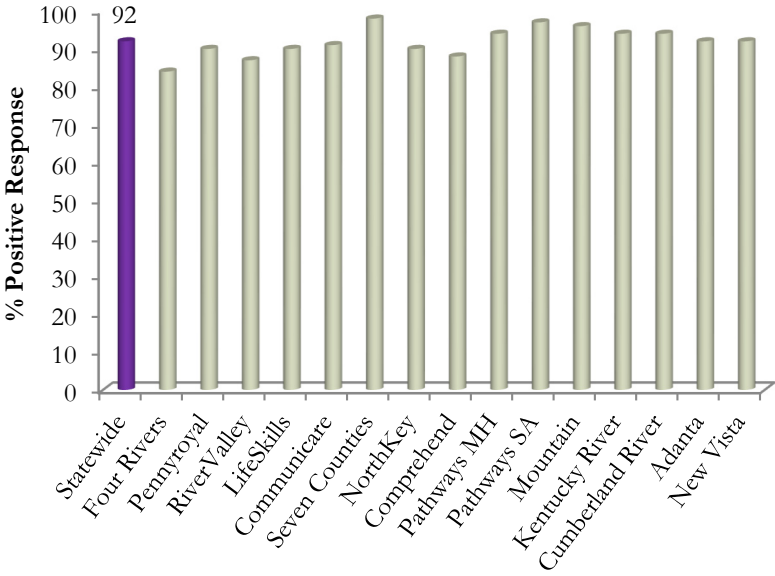


About 92% of respondents positively indicated that staff helped them take charge of managing their illness in 2020.

This is a 2% increase from 2019.



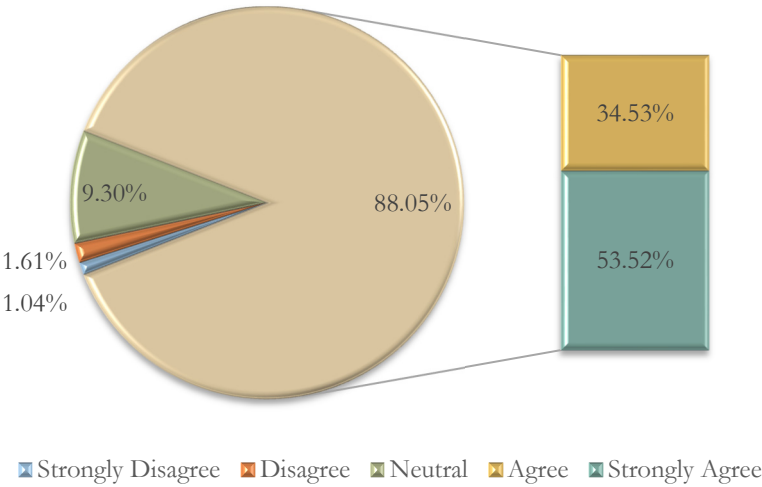
All Region Totals



CULTURAL SENSITIVITY

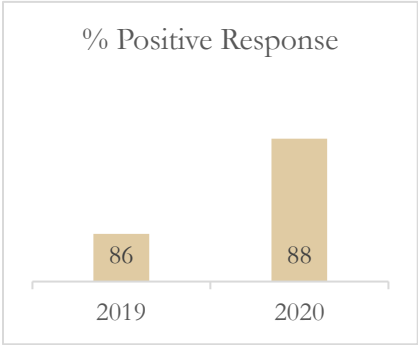
I Was Encouraged to Use Consumer-Run Programs

Statewide Totals

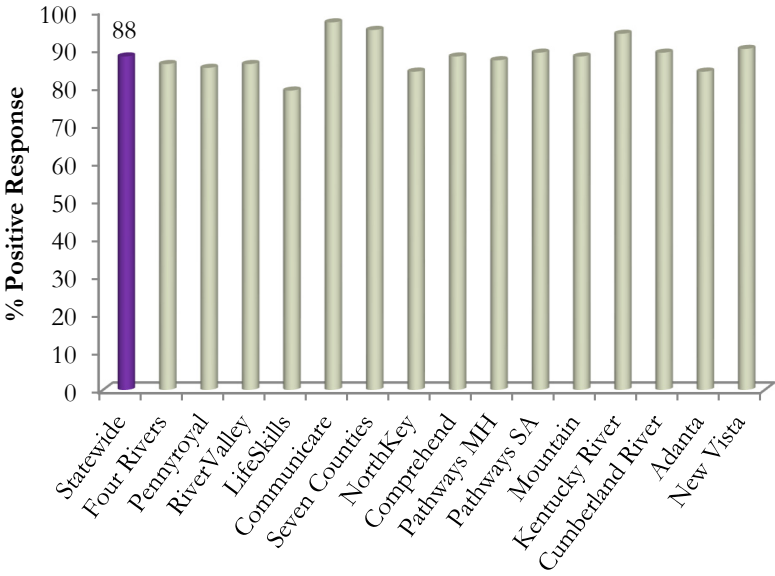


About 88% of respondents positively indicated that they were encouraged to use consumer-run programs in 2020.

This is a 2% increase from 2019.

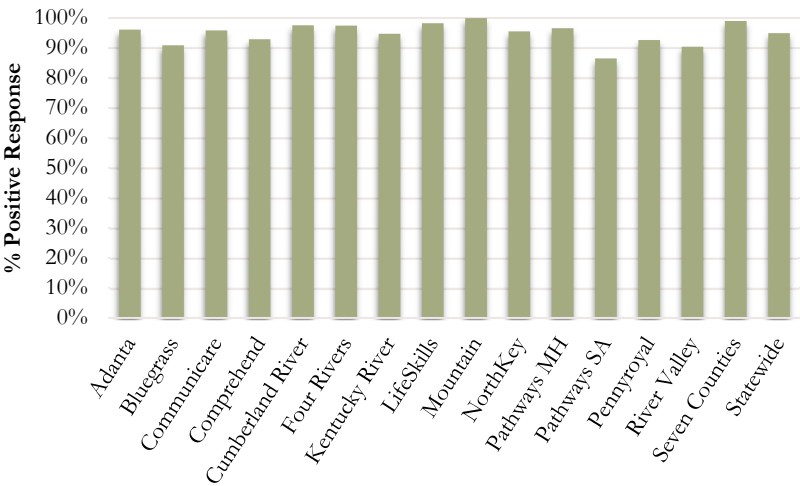


All Region Totals



CULTURAL SENSITIVITY

All Regional Boards

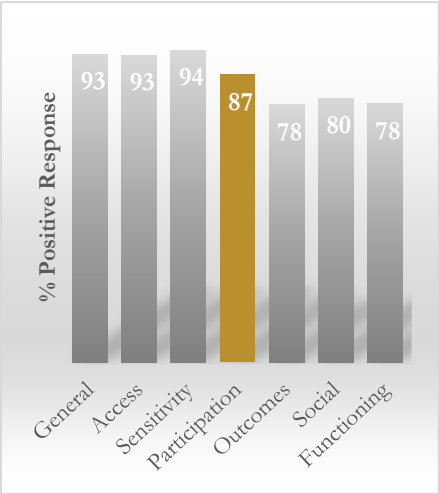


PARTICIPATION IN TREATMENT PLANNING

Overview

Primary Concerns

- Meaningful Participation in Planning My Service Array



Domain	Score (1 to 5)
General Satisfaction	4.49
Access to Services	4.44
Cultural Sensitivity	4.47
Participation in Treatment Planning	4.43
Outcomes	4.06
Social Connectedness	4.15
Functioning	4.11

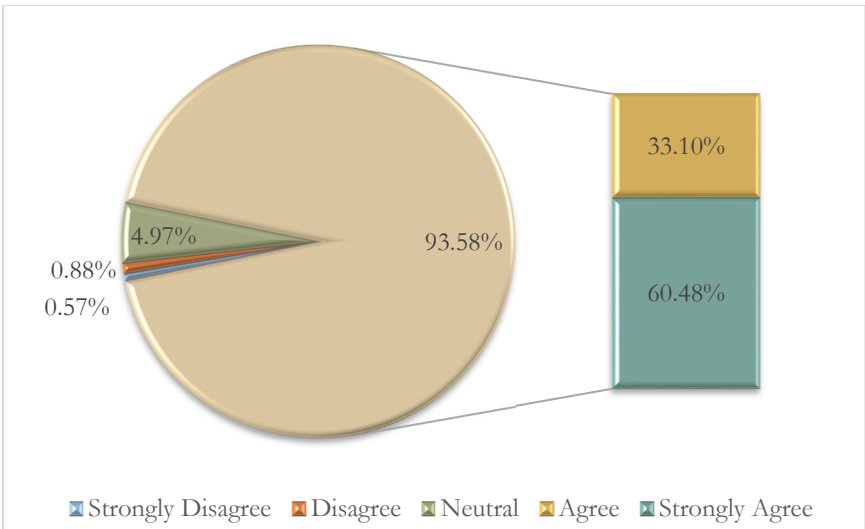
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



PARTICIPATION IN TREATMENT PLANNING

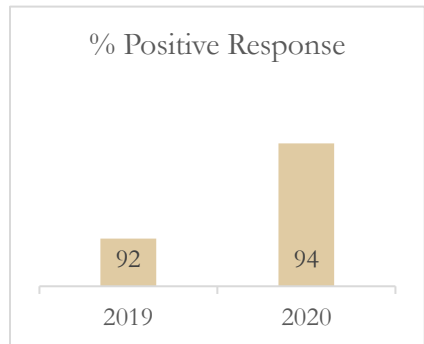
I Felt Comfortable Asking Questions about
My Treatment and Medication

Statewide Totals

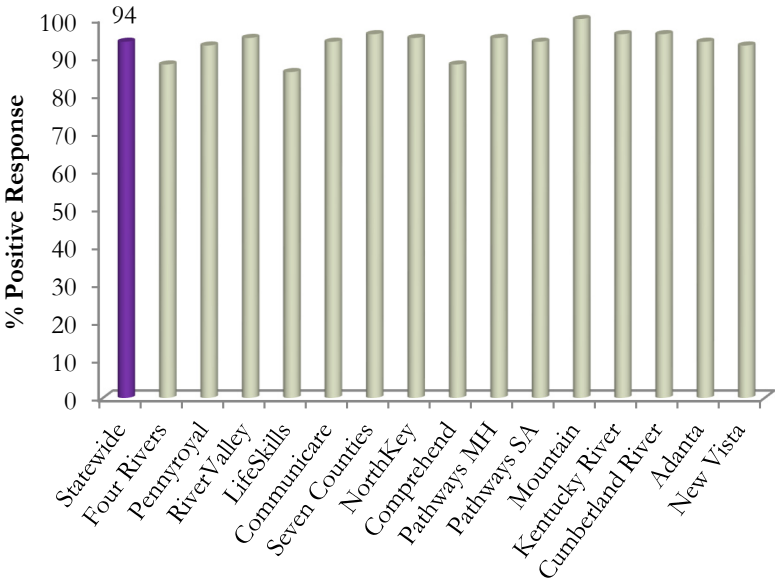


About 94% of respondents positively indicated that they felt comfortable asking questions about their treatment in 2020.

This is a 2% increase from 2019.



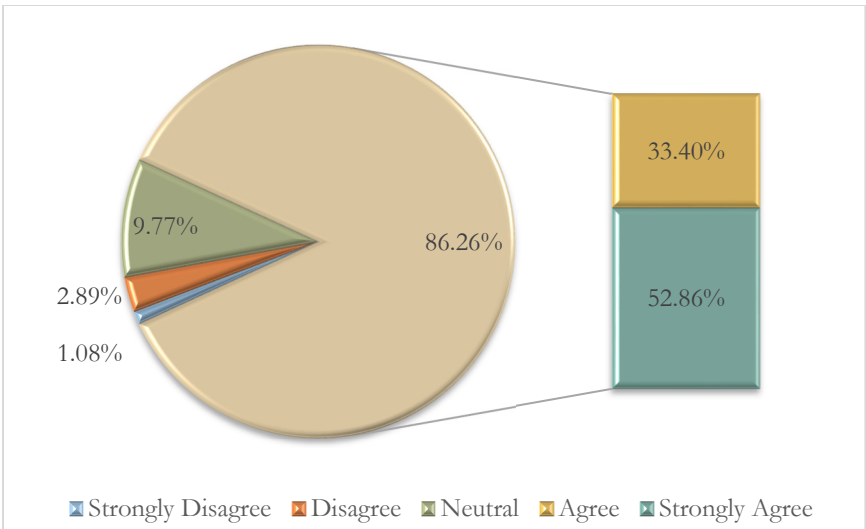
All Region Totals



PARTICIPATION IN TREATMENT PLANNING

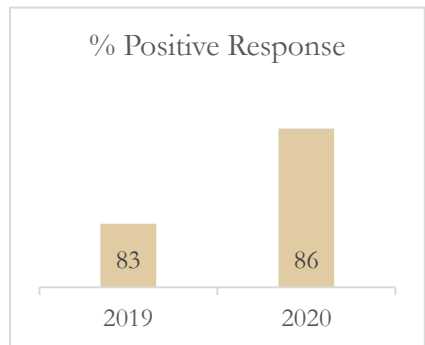
I, Not Staff, Decided My
Treatment Goals

Statewide Totals

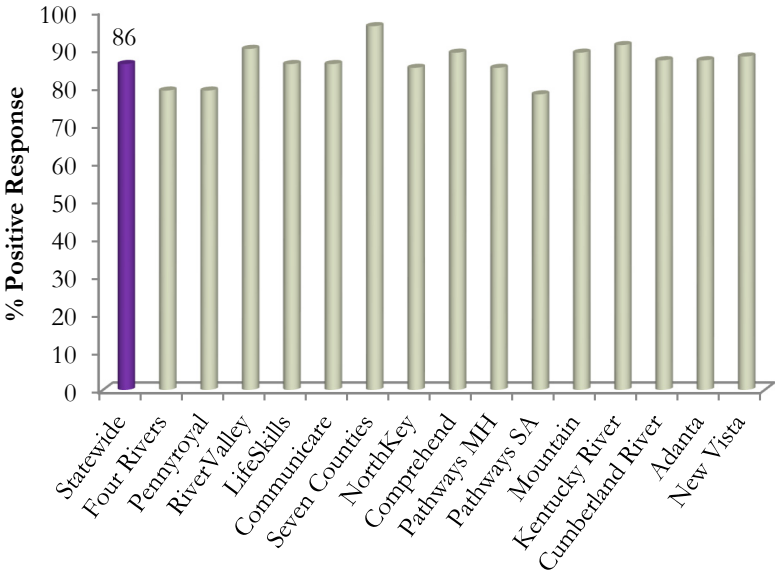


About 86% of respondents positively indicated that they, not staff, decided their treatment goals in 2020.

This is a 3% increase from 2019.

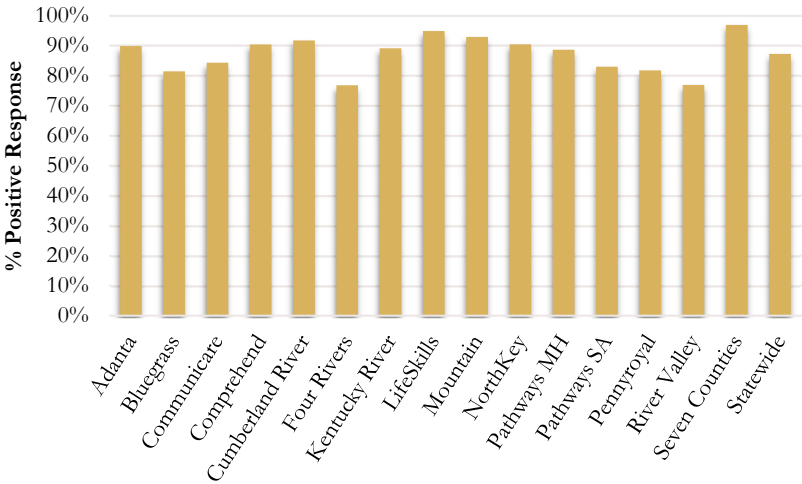


All Region Totals



PARTICIPATION IN TREATMENT PLANNING

All Regional Boards

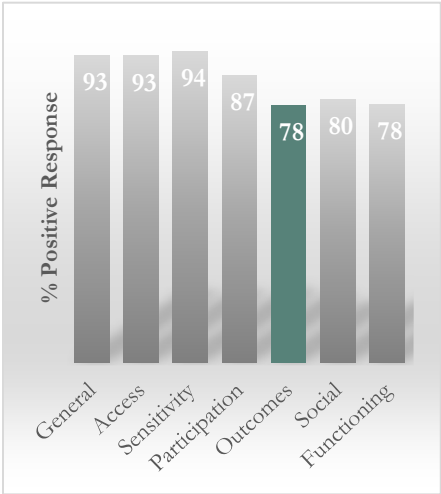


OUTCOMES

Overview

Primary Concerns

- Minimal Negative Outcomes from Treatment
- Reduced Psychological Distress
- Increased Sense of Personhood
- Increase in Productive Activity
- Capacity for Independent Community Living
- Increase in Independent Functioning
- Positive Changes in Areas for Which Treatment Is Sought



Domain	Score (1 to 5)
General Satisfaction	4.49
Access to Services	4.44
Cultural Sensitivity	4.47
Participation in Treatment Planning	4.43
Outcomes	4.06
Social Connectedness	4.15
Functioning	4.11

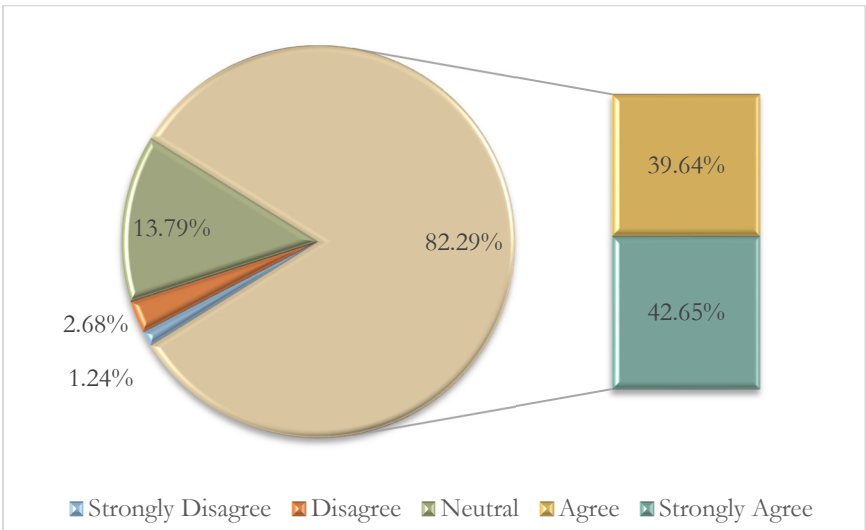
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



OUTCOMES

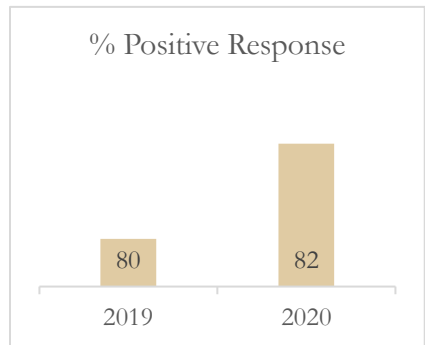
I Deal More Effectively With Daily Problems

Statewide Totals

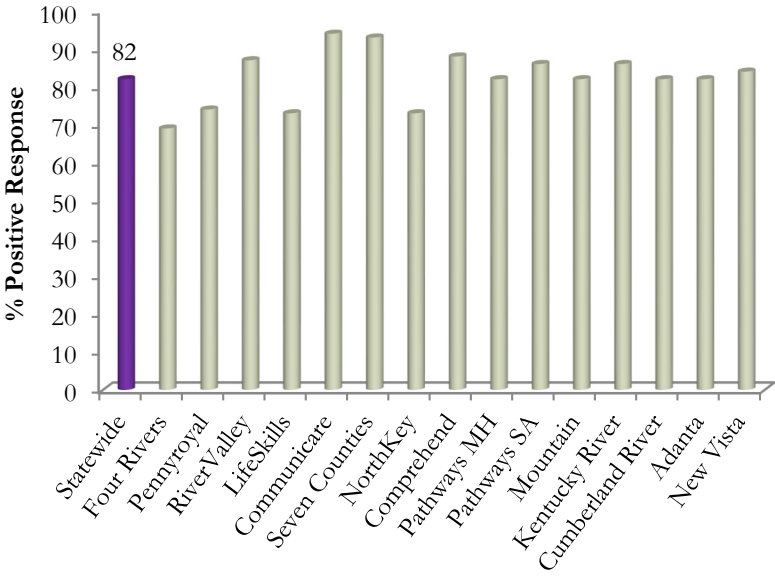


About 82% of respondents positively indicated that they dealt more effectively with daily problems in 2020.

This is a 2% increase from 2019.



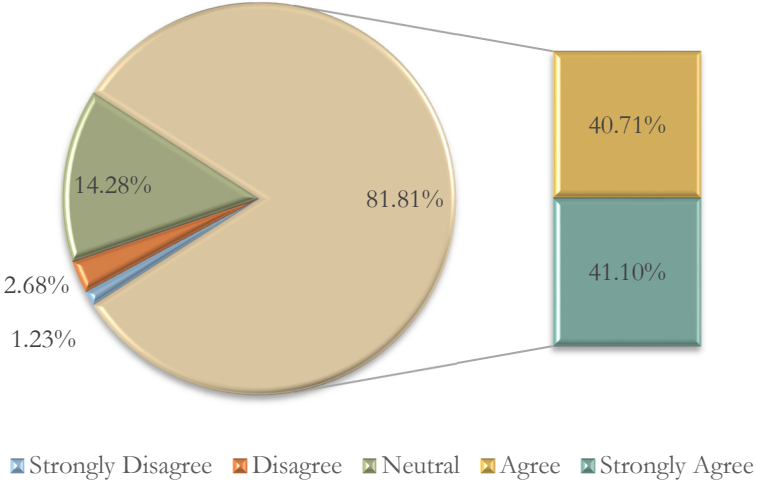
All Region Totals



OUTCOMES

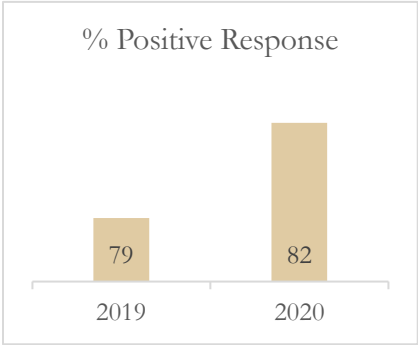
I Am Better Able to Control My Life

Statewide Totals

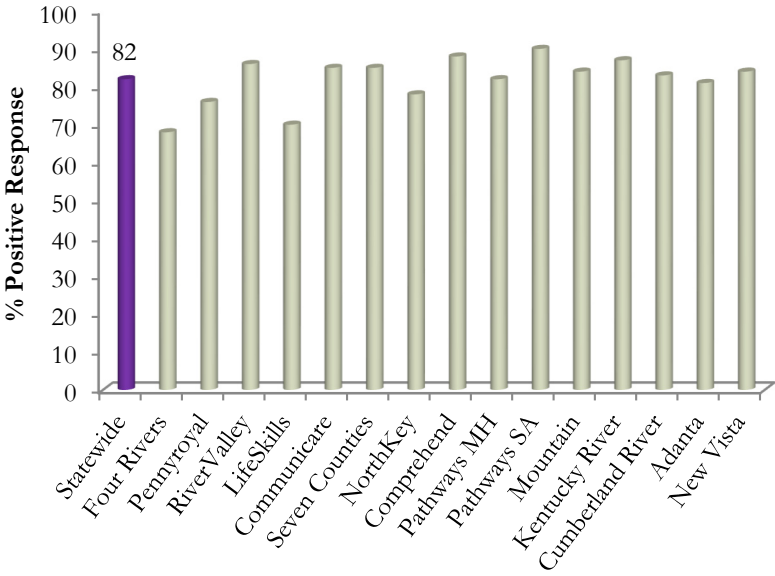


About 82% of respondents positively indicated that they were better able to control their lives in 2020.

This is a 3% increase from 2019.



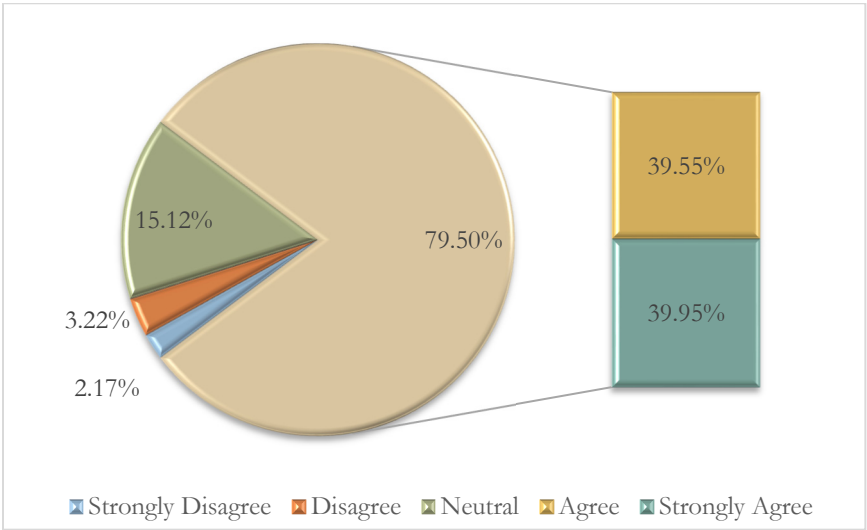
All Region Totals



OUTCOMES

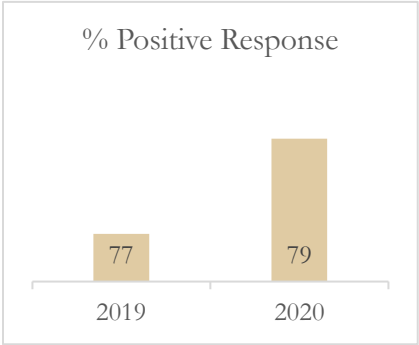
I Am Better Able to Deal with Crisis

Statewide Totals

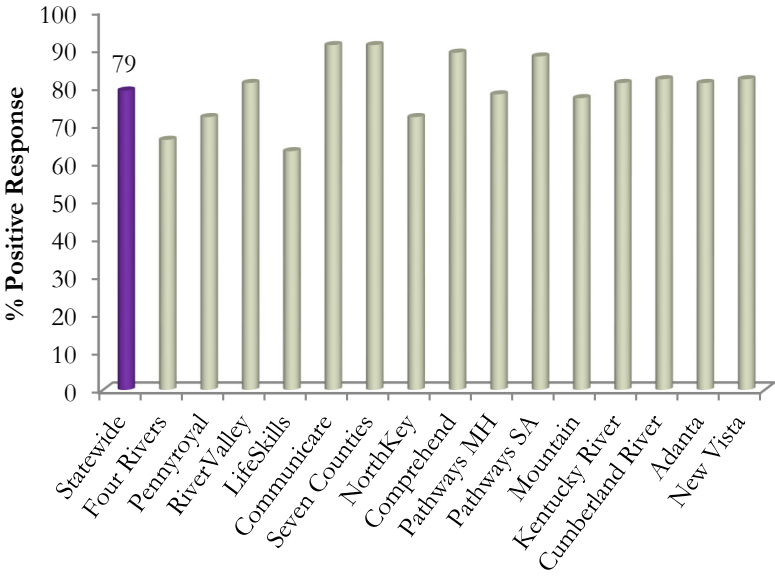


About 79% of respondents positively indicated that they were better able to deal with crisis in 2020.

This is a 2% increase from 2019.



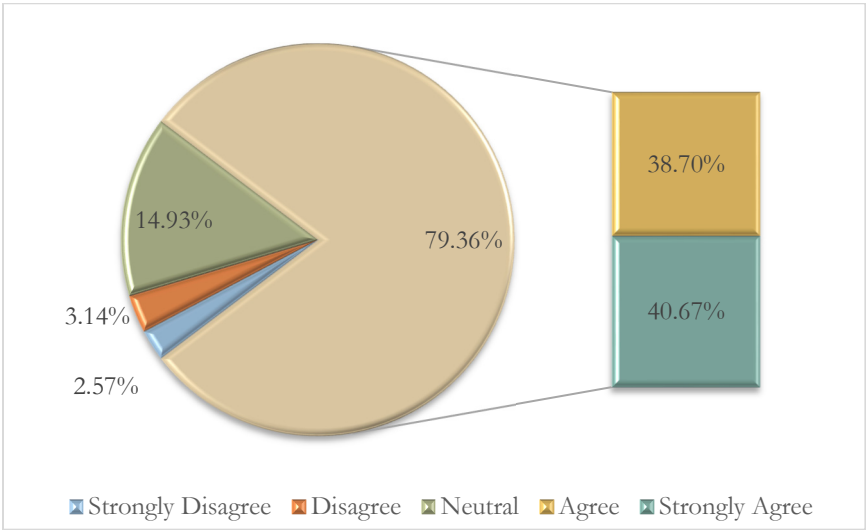
All Region Totals



OUTCOMES

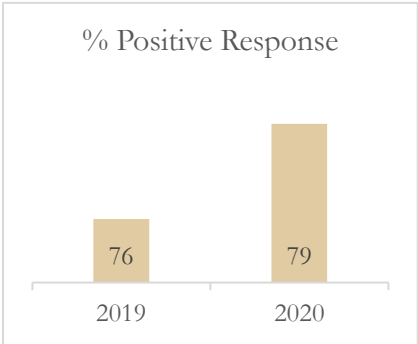
I Am Getting Along Better with My Family

Statewide Totals

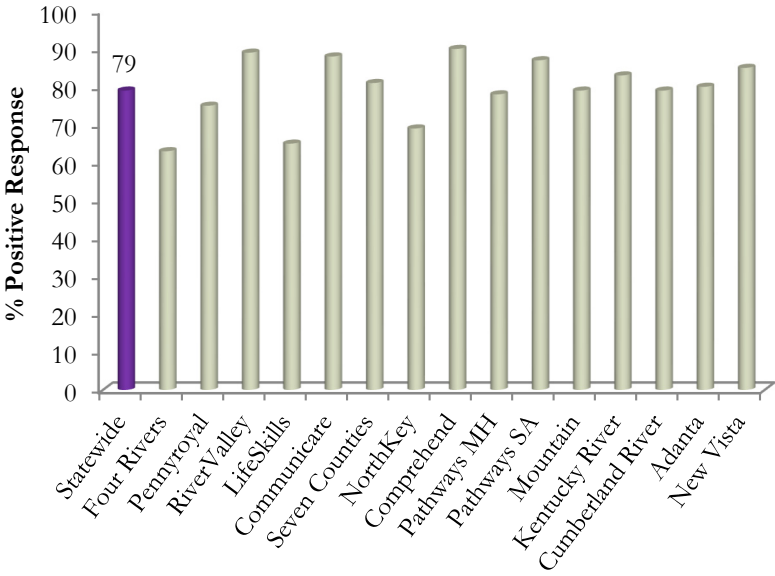


About 79% of respondents positively indicated that they were getting along better with their family in 2020.

This is a 3% increase from 2019.



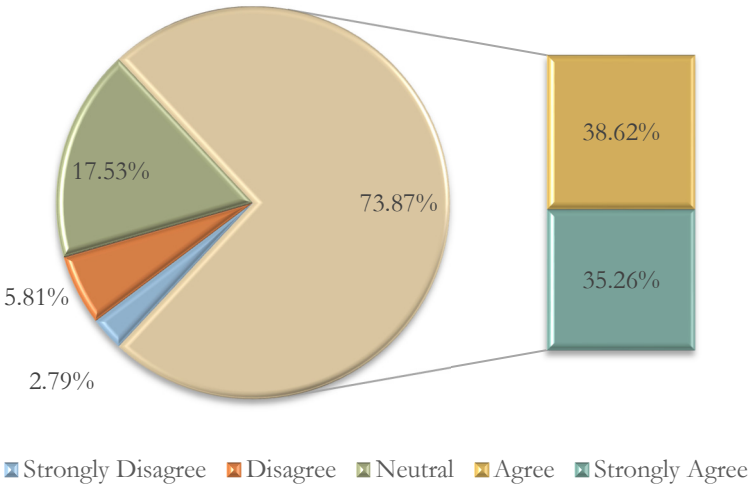
All Region Totals



OUTCOMES

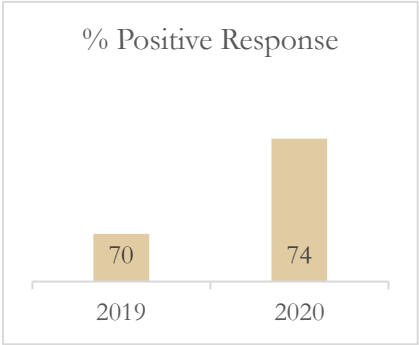
I Do Better in Social Situations

Statewide Totals

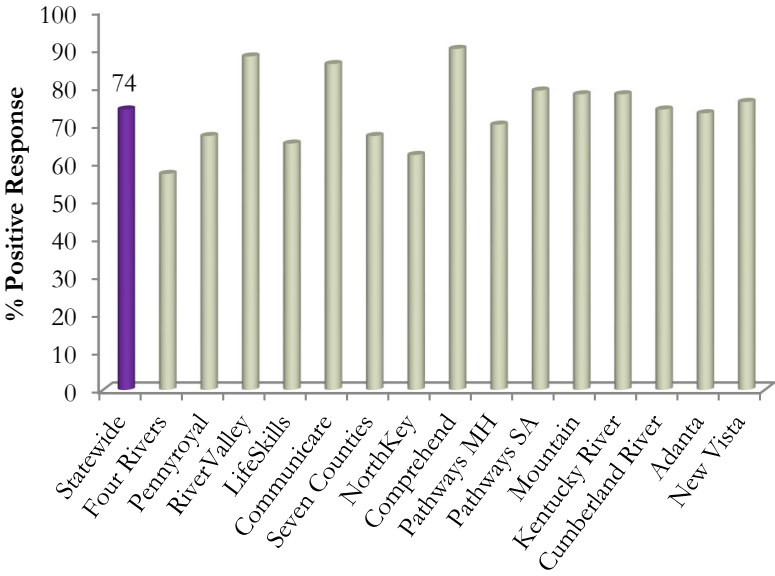


About 74% of respondents positively indicated that they did better in social situations in 2020.

This is a 4% increase from 2019.



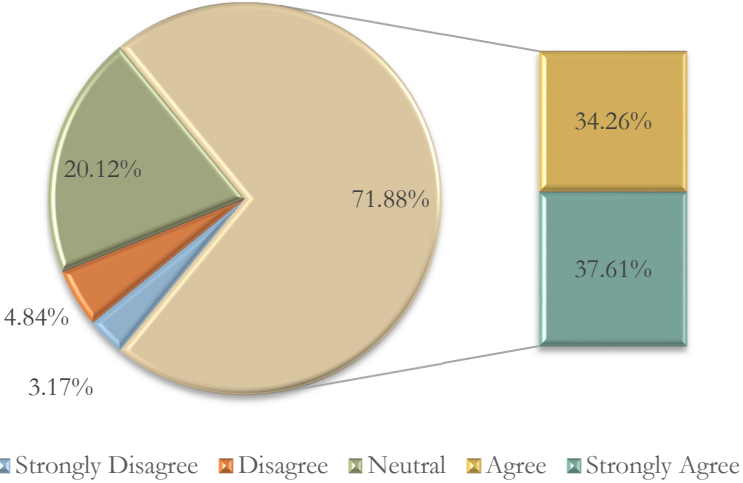
All Region Totals



OUTCOMES

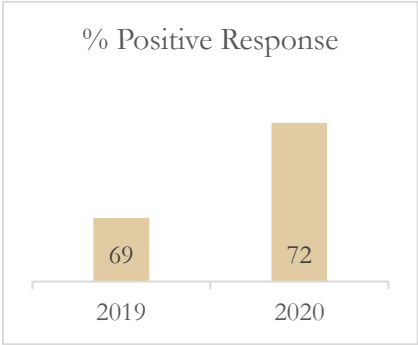
I Do Better in School and/or Work

Statewide Totals

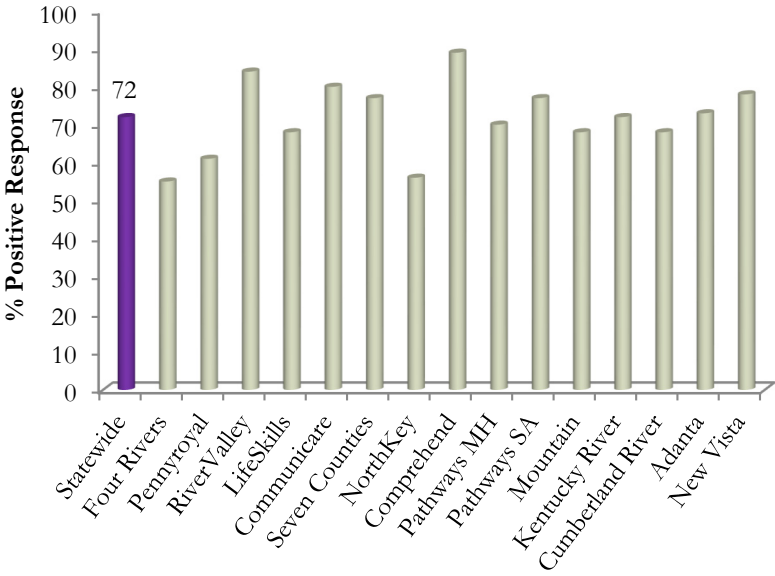


About 72% of respondents positively indicated that they did better in school and/or work in 2020.

This is a 3% increase from 2019.



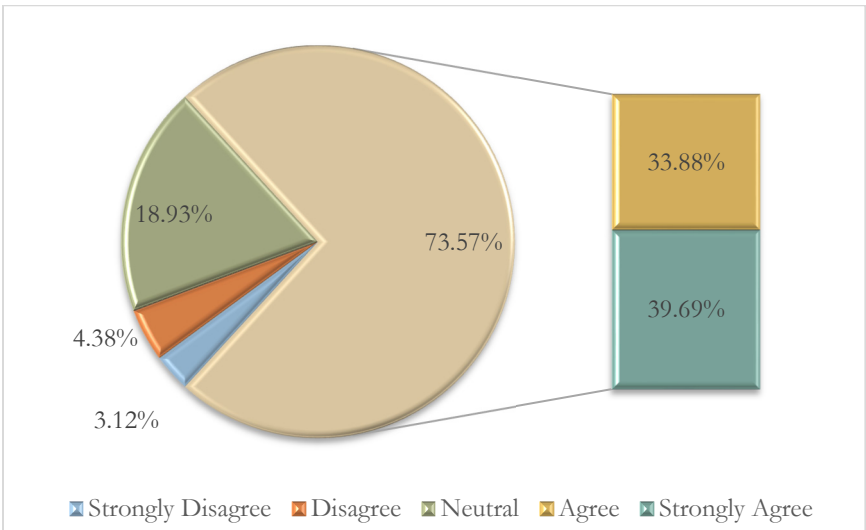
All Region Totals



OUTCOMES

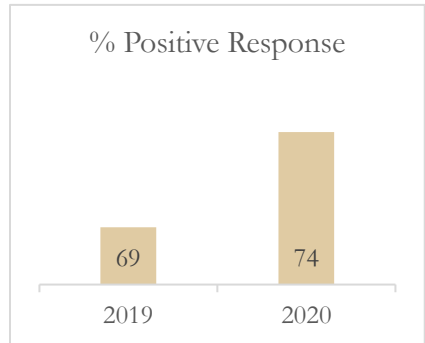
My Housing Situation Has Improved

Statewide Totals

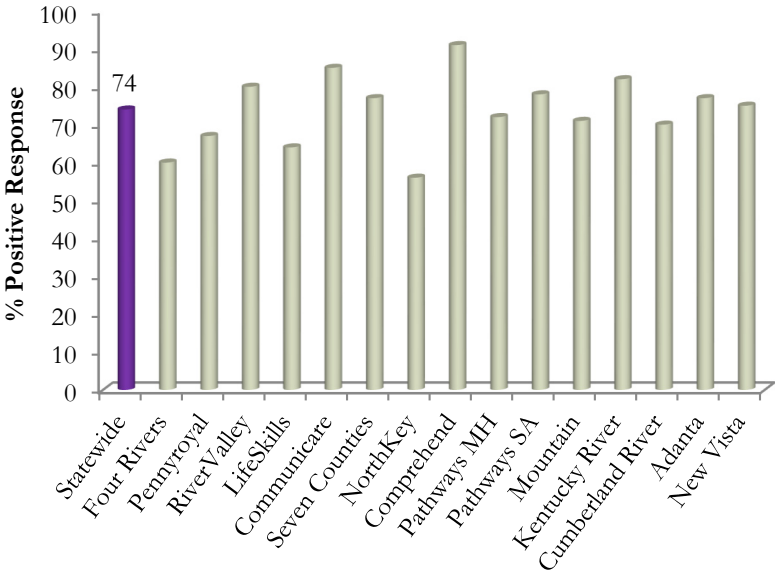


About 74% of respondents positively indicated that their housing situations have improved in 2020.

This is a 5% increase from 2019.



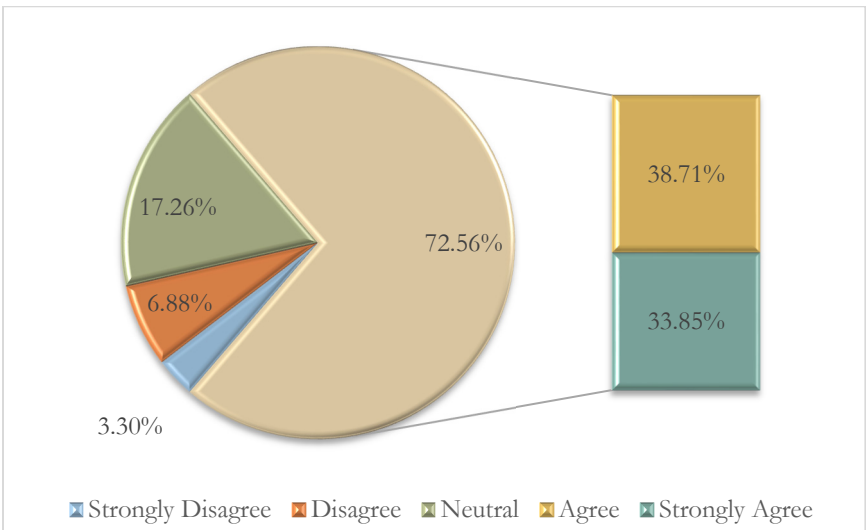
All Region Totals



OUTCOMES

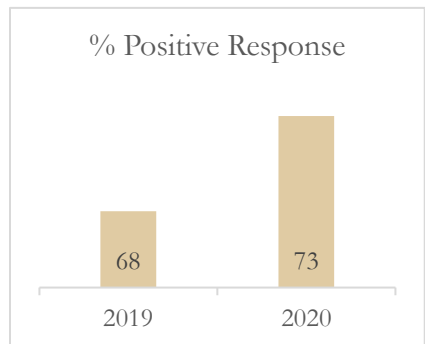
My Symptoms Are Not Bothering Me as Much

Statewide Totals

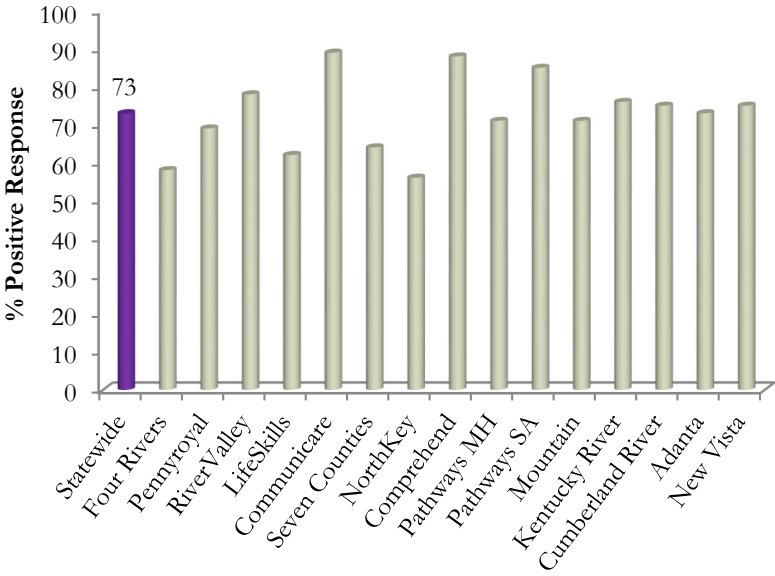


About 73% of respondents positively indicated that their symptoms were not bothering them as much in 2020.

This is a 5% increase from 2019.

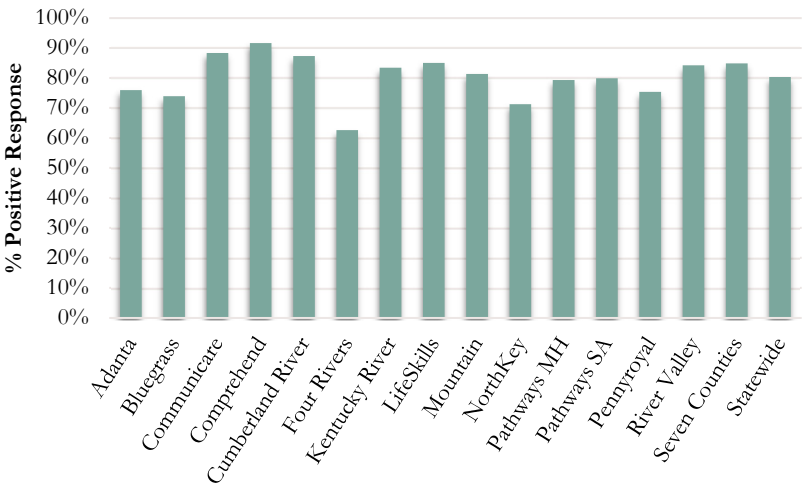


All Region Totals



OUTCOMES

All Regional Boards

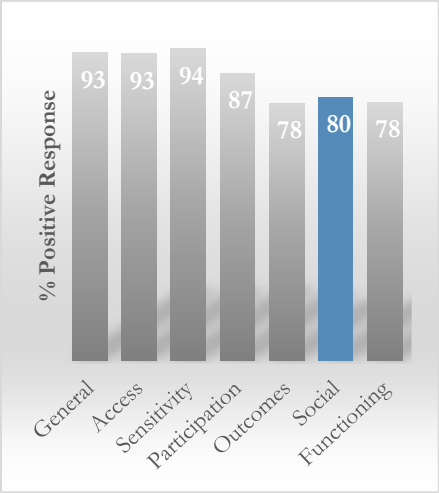


SOCIAL CONNECTEDNESS

Overview

Primary Concerns

- Increased Natural Supports
- Increased Social Activities



Domain	Score (1 to 5)
General Satisfaction	4.49
Access to Services	4.44
Cultural Sensitivity	4.47
Participation in Treatment Planning	4.43
Outcomes	4.06
Social Connectedness	4.15
Functioning	4.11

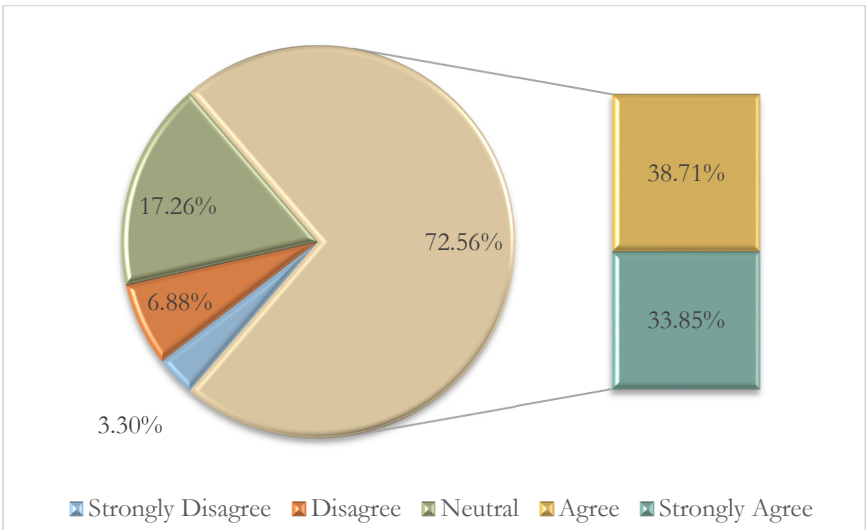
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



SOCIAL CONNECTEDNESS

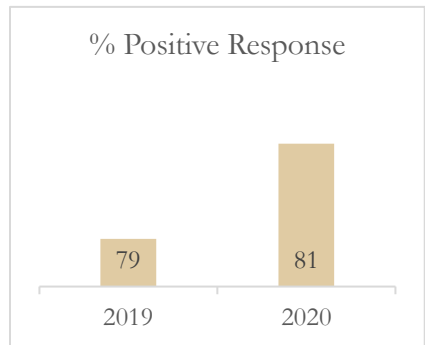
I Am Happy with the Friendships I Have

Statewide Totals

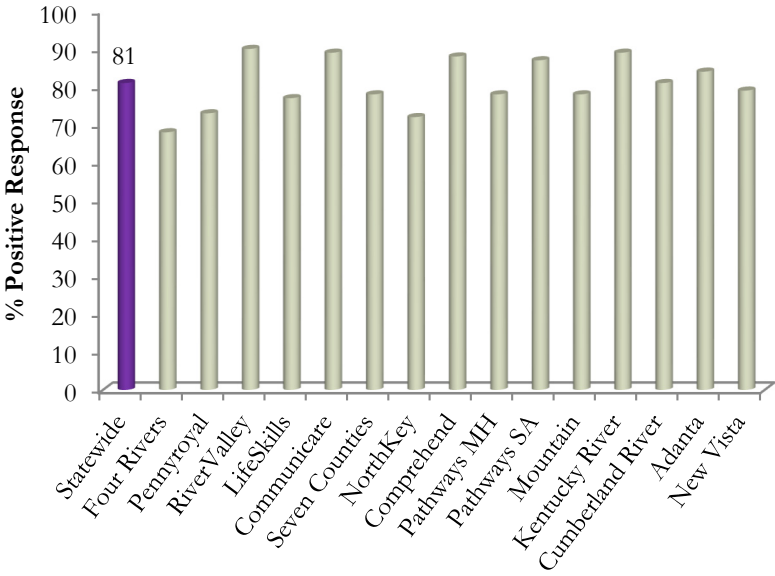


About 81% of respondents positively indicated that they were happy with the friendships they had in 2020.

This is a 2% increase from 2019.



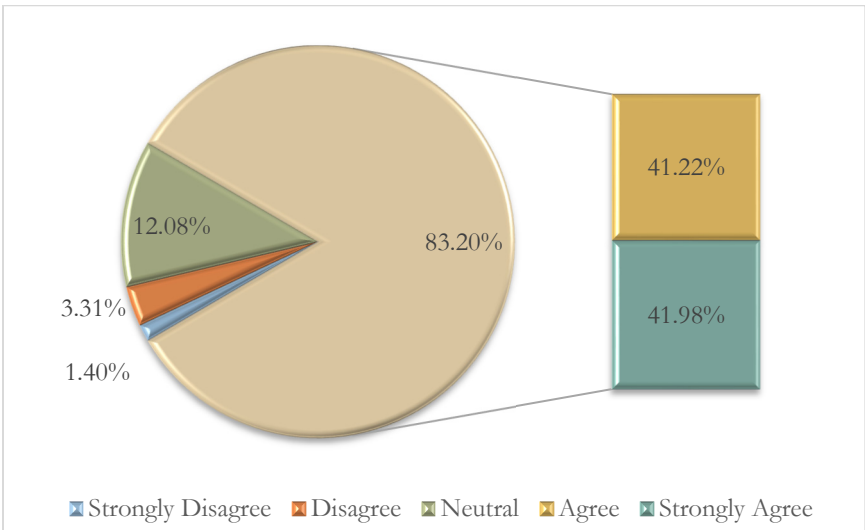
All Region Totals



SOCIAL CONNECTEDNESS

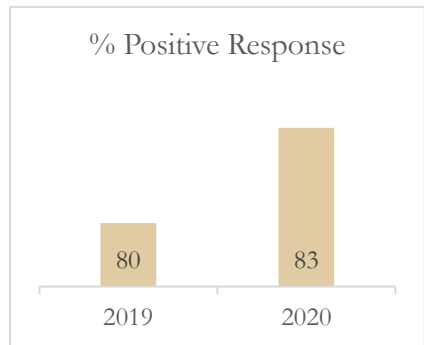
I Have People with Whom I Can Do
Enjoyable Things

Statewide Totals

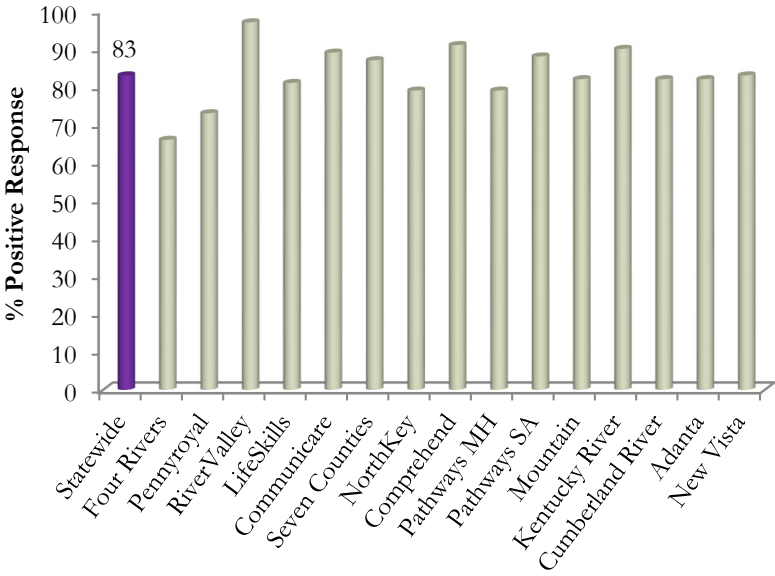


About 83% of respondents positively indicated that they had people with whom they could do enjoyable things in 2020.

This is a 3% increase from 2019.



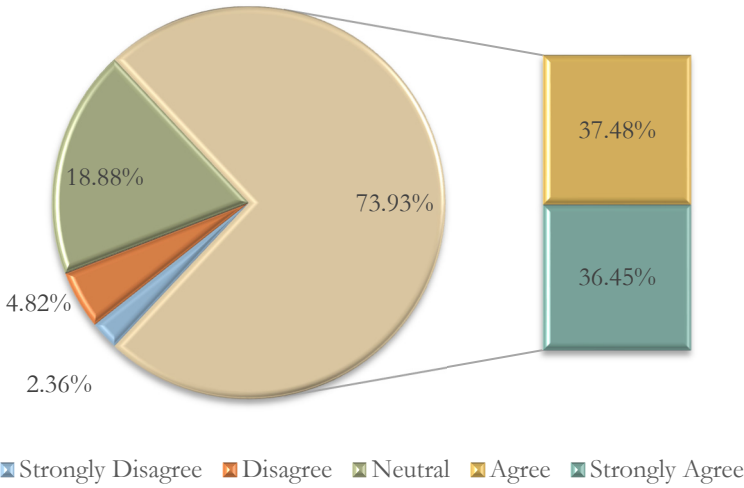
All Region Totals



SOCIAL CONNECTEDNESS

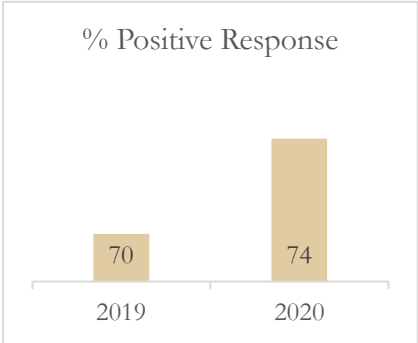
I Feel I Belong in My Community

Statewide Totals

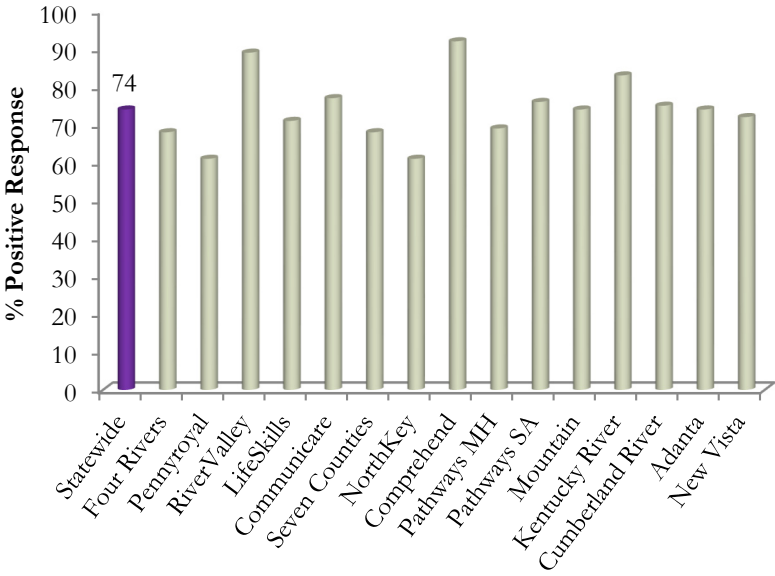


About 74% of respondents positively indicated that they felt they belonged in their community in 2020.

This is a 4% increase from 2019.



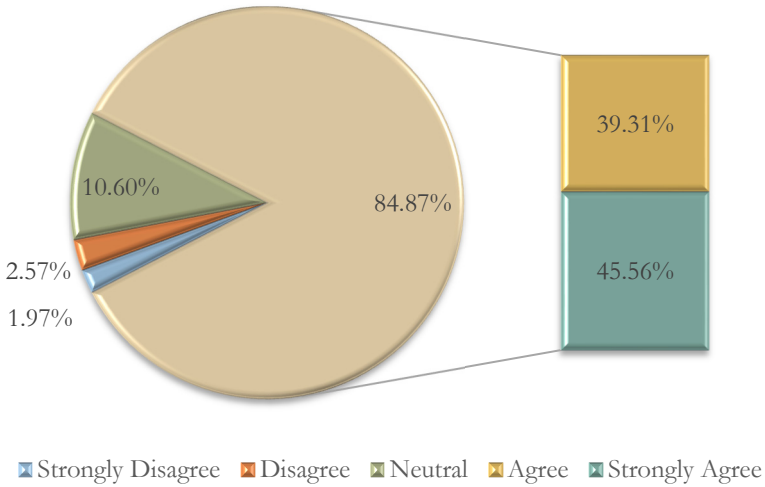
All Region Totals



SOCIAL CONNECTEDNESS

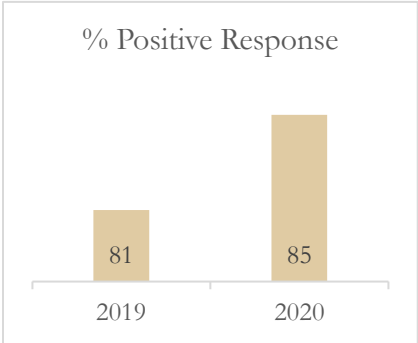
In a Crisis, I Would Have the Support I
Need from Family or Friends

Statewide Totals

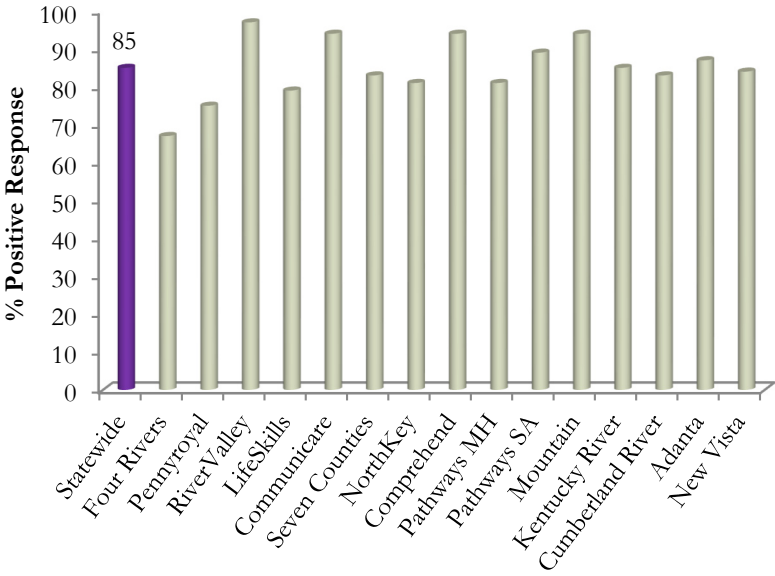


About 85% of respondents positively indicated that in a crisis, they would have the community support they needed in 2020.

This is a 4% increase from 2019.

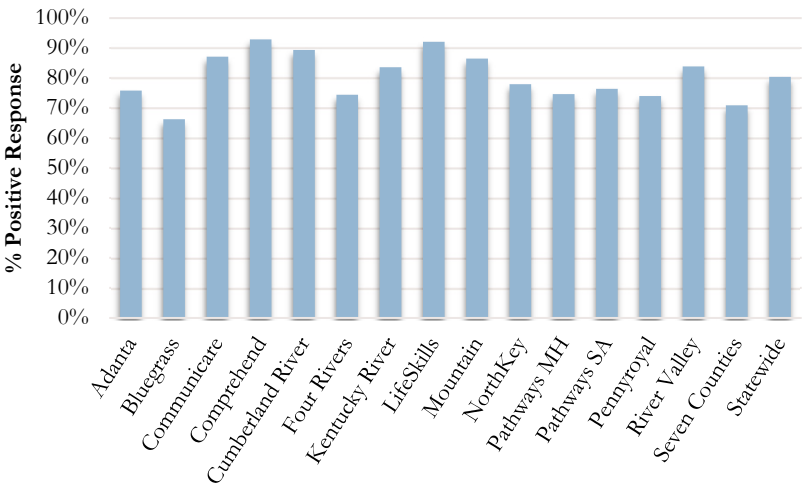


All Region Totals



SOCIAL CONNECTEDNESS

All Regional Boards

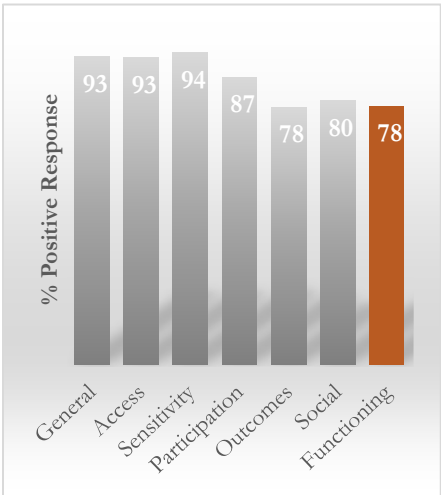


FUNCTIONING

Overview

Primary Concerns

- Increase in Independent Functioning
- Capacity of Independent Community Living
- Meaningfulness of Daily Activities
- Reduced Distress Caused by Symptoms



Domain	Score (1 to 5)
General Satisfaction	4.49
Access to Services	4.44
Cultural Sensitivity	4.47
Participation in Treatment Planning	4.43
Outcomes	4.06
Social Connectedness	4.15
Functioning	4.11

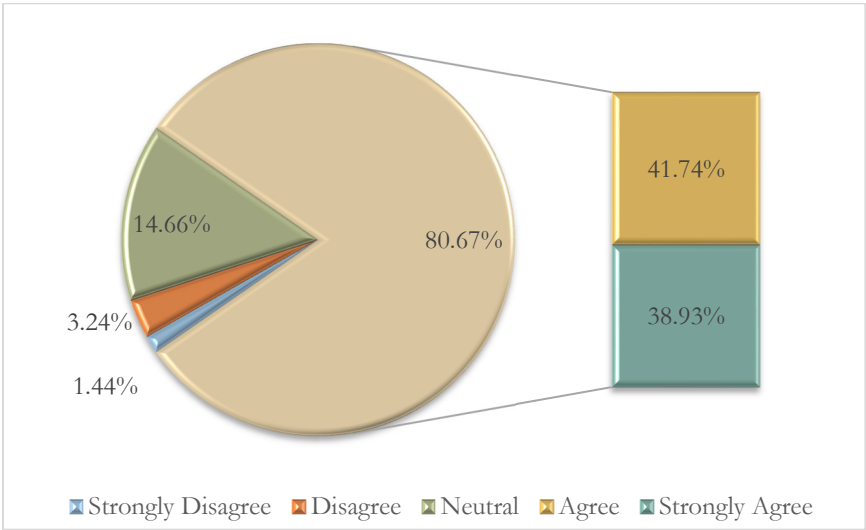
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



FUNCTIONING

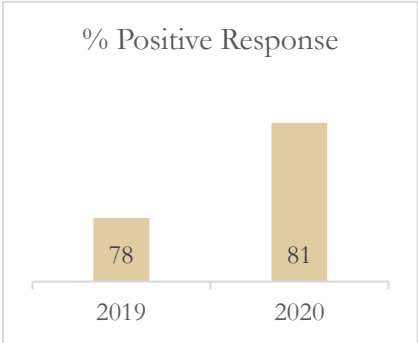
I Do Things That Are More
Meaningful to Me

Statewide Totals

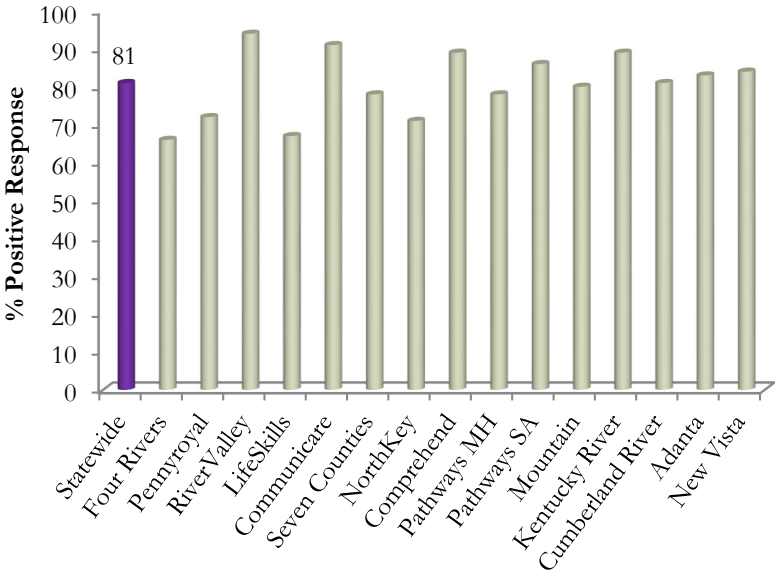


About 81% of respondents positively indicated that they did things that are more meaningful to them in 2020.

This is a 3% increase from 2019.



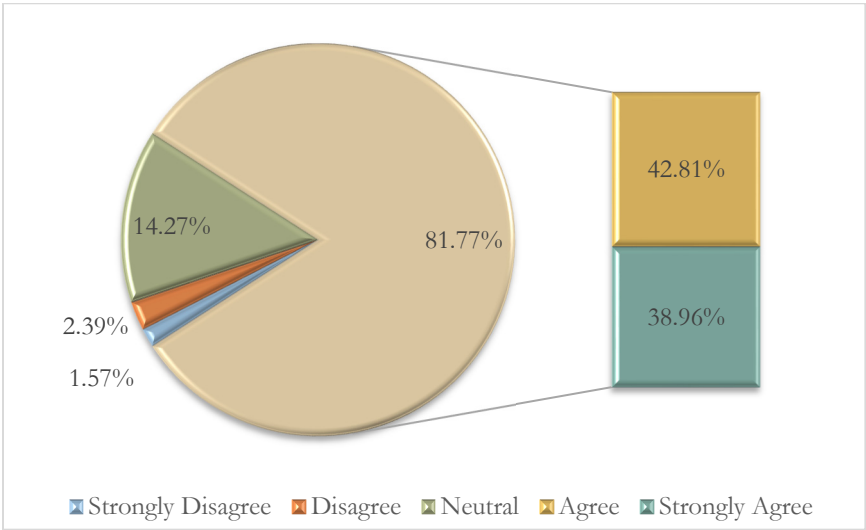
All Region Totals



FUNCTIONING

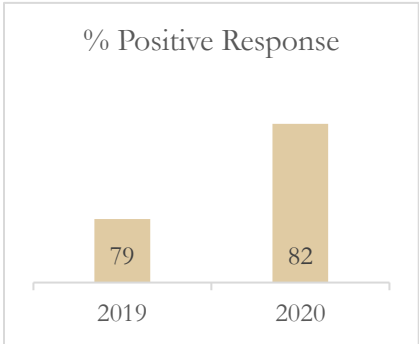
I Am Better Able to Take Care of My Needs

Statewide Totals

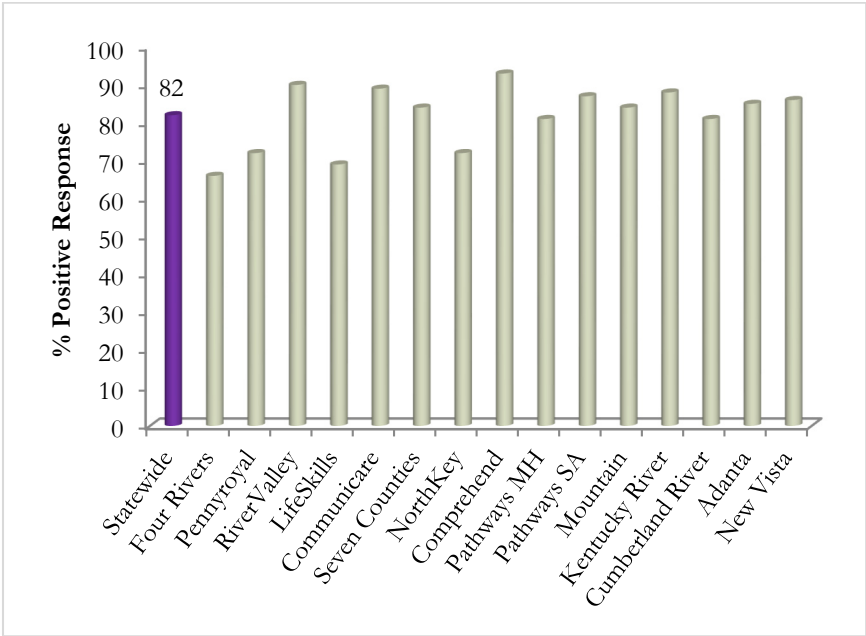


About 82% of respondents positively indicated that they were better able to take care of their needs in 2020.

This is a 3% increase from 2019.



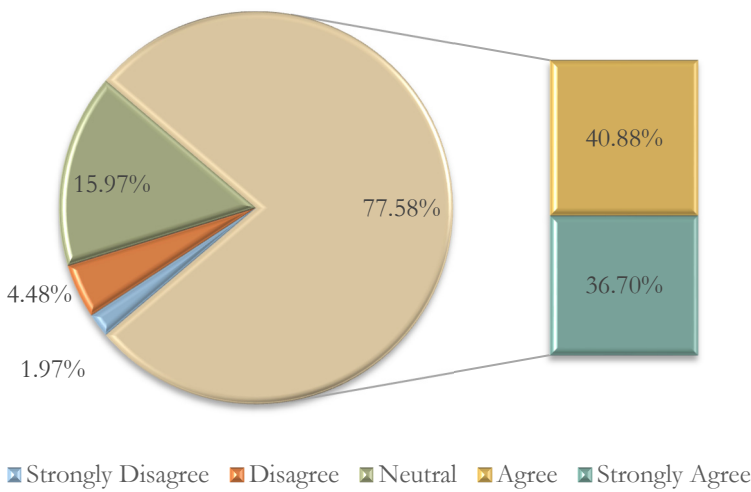
All Region Totals



FUNCTIONING

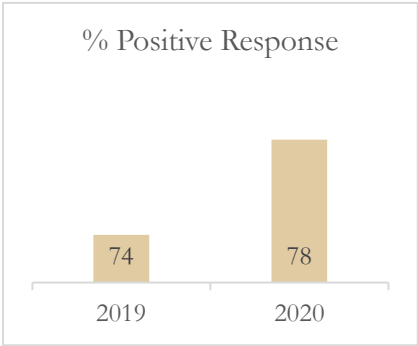
I Am Better Able to Handle Things When They Go Wrong

Statewide Totals

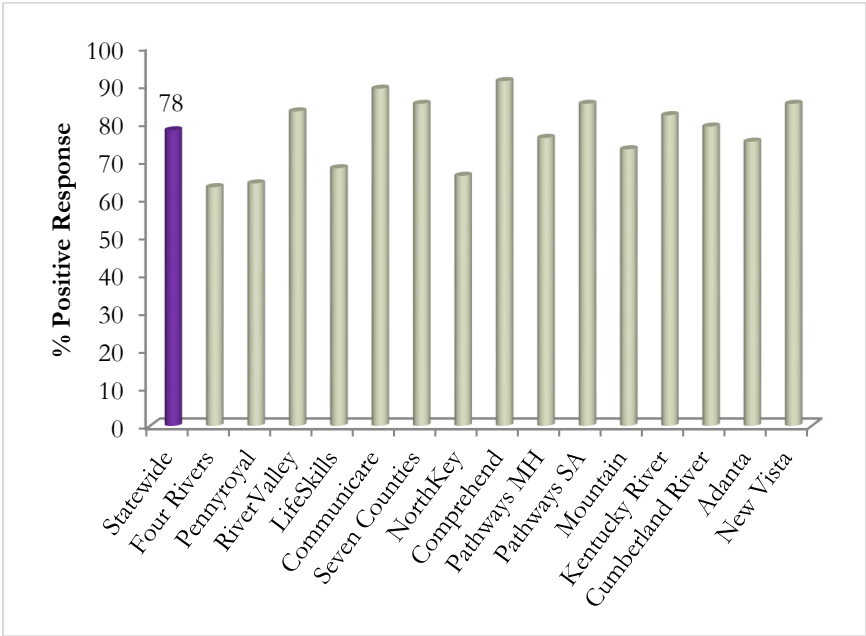


About 78% of respondents positively indicated that they were better able to handle things when they went wrong in 2020.

This is a 4% increase from 2019.



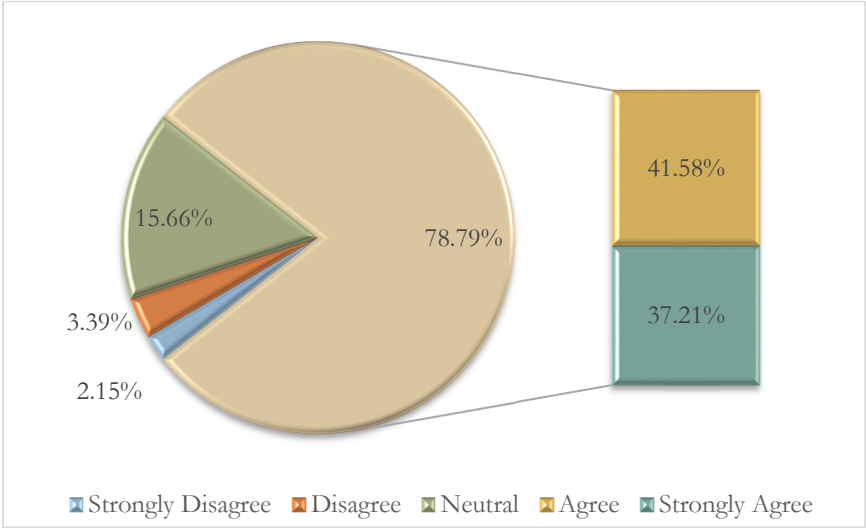
All Region Totals



FUNCTIONING

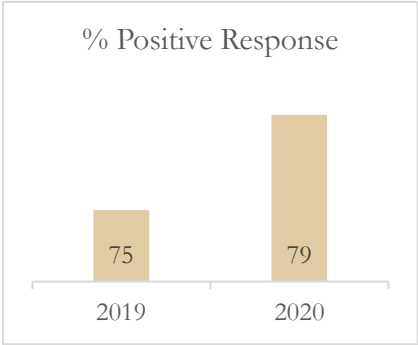
I Am Better Able to Do Things That I Want to Do

Statewide Totals

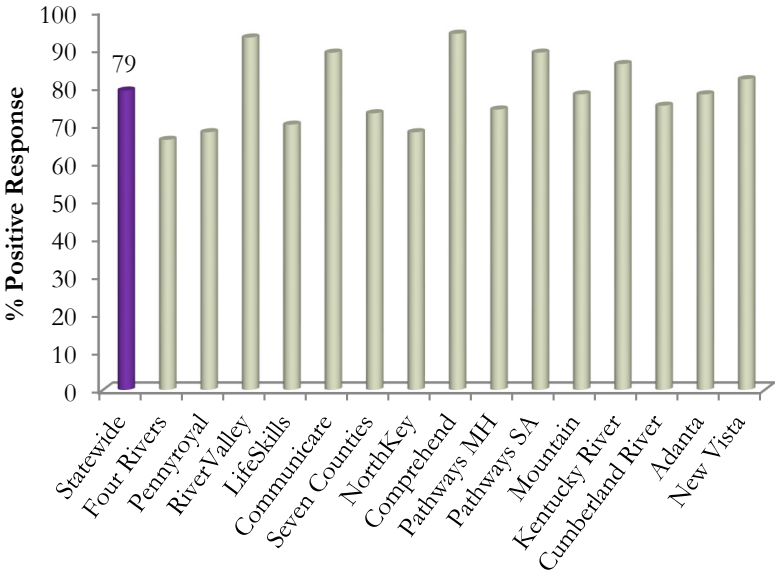


About 79% of respondents positively indicated that they were better able to do things that they wanted to do in 2020.

This is a 4% increase from 2019.



All Region Totals



FUNCTIONING

All Regional Boards

